



Our Conviction & Commitment

You will clarify your purpose and build confidence, competency, and character to have greater influence and impact. You will gain a greater understanding of leadership, fundamental leadership capability, and the foundational leadership attitude and skills needed to "BEcome" a strong effective leader that empowers others.





Objectives:

- Understand the characteristics of a performance culture.
- Understand the difference between activities and results.
- Understand the characteristics of a strong performer that gets results.



LESSON 1



PERFORMANCE CULTURE

By the end of this lesson, you will be able to:

- Assess if your organization culture is a performance culture.
- Determine what needs to be adjusted for your culture to be a performance culture.



Performance Culture

- _____
- _____
- _____
- _____
- _____
- _____

Characteristics of a Strong Performer

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



Self-Reflection

1. Based on the description of a culture of performance, which of these areas are strong in your team?

- Flexibility
- Accountability
- Responsibility
- Business Focused
- Results Focused
- Priorities Understood

2. Based on the characteristic of a strong performer, who are the strong performers on your team?

- _____
- _____
- _____



LESSON 2



ACTIVITIES VS RESULTS

By the end of this lesson, you will be able to:

- Distinguish tangible activities from tangible change that produces results.



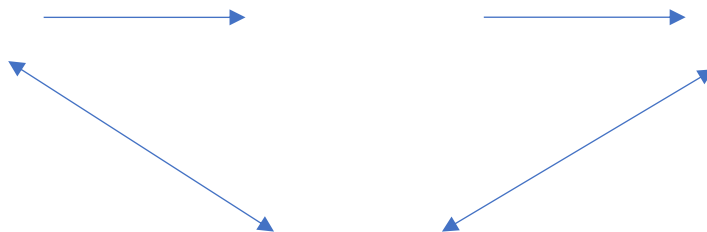
Activities vs. Results

ACTIVITY	RESULT
<ul style="list-style-type: none"> • State of being active • Behavior • Actions of a particular kind (physical activity) 	<ul style="list-style-type: none"> • The outcome of something • A consequence • An effect

Results definition:

_____ change _____ with a _____.

Creating Measurable Improvement Getting Results



_____ = _____ = _____

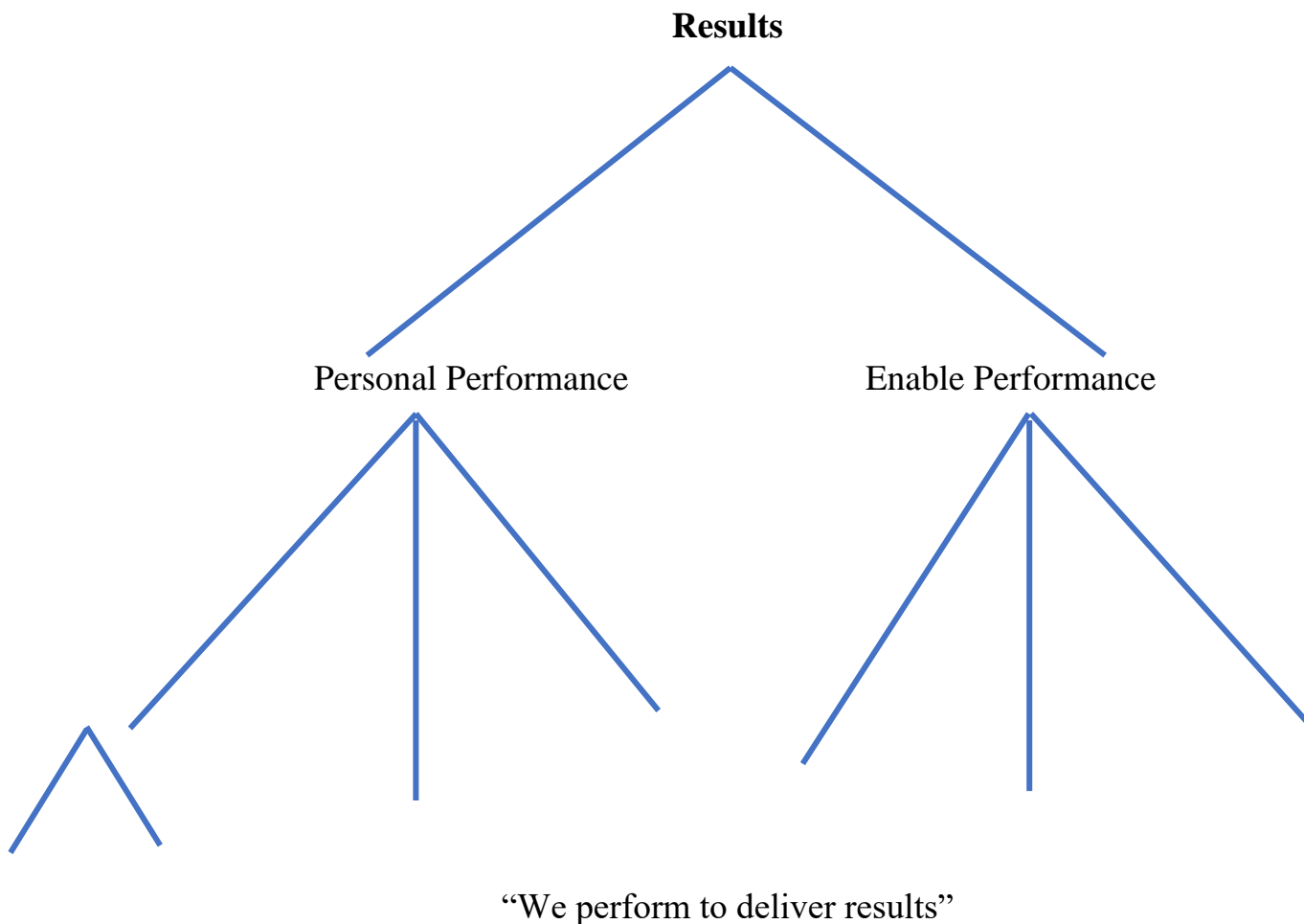
Results Paradigm

Results are not what you do:

Results are the _____ you _____ by what you do.



Individual Performance Model



Self-Reflection

1. What is an activity vs. a result?
2. How does a leader support delivery of results?



LESSON 3



THE RESULTS OF RESULTS

By the end of this lesson, you will:

- Have an appreciation for the delivery of results.
- Understand what happens when results are not delivered.
- Have clarity of a leader's primary role when results fall short.



Rewards for the Organization for Getting Results

- Consumer _____
- Customer _____
- Organization _____
- _____ Business Opportunities
- Recognition

Rewards for the Individual for Getting Results

- Succession Planned Assignment
- Choice Assignment Opportunity / Assignment Planned
- Pay Progression
- Promotion
- Respect
- Satisfaction
- Credibility
- Being sought after
- _____
- _____
- _____



Organization Recourse When Results Are Not Delivered

- _____ of vision and mission
- _____ organization capability
- _____ resources
- _____ deliverables and expectations
- _____ the organization accountable

Individual Recourse when results Are Not Being Delivered

- _____ approach
- _____ on the expected outcome
- What _____ is needed
- Assess _____ for the delivery of the work
- _____ delivery of results with _____.

Leader's Primary Responsibilities

- Vision, Mission, and Strategies
- Clarity of Goals
- Resourcing
- Accountability
- Reality Check
- Support
- Coaching



Self-Reflection

1. What rewards have you received when you delivered results? How did that make you feel?
2. How have you responded in the past when your organization did not deliver results? How did you respond when you did not deliver results?
3. As a leader, how have you responded when an individual did not deliver results?



Module 9 Personal Thought Summary

1. What are activities?
2. What are results?
3. What is the definition of result?
4. What are the characteristics of a performing organization?
5. What are the characteristics of a performer?
6. What is a leader's role in getting results?
7. What are some actions you can take if results are not being delivered by the organization? By the individual?

Weekly Debrief Questions and Comments

- 1.
- 2.
- 3.

