Lead.
Engage.
Drive Performance.

Karen Natzel
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Workforce Woes?
Ideal Team Member?
KEY PERFORMANCE INDICATORS

- Financially Viable
- Leadership Effectiveness
- Employee Engagement
- Robust Communications
- Trust & Respect
- Recognition & Appreciation

HEALTHY COMPANIES
KEY PERFORMANCE INDICATORS

- Sense of Fairness
- Pride / Work Ethic
- Camaraderie / Team
- Initiative & Accountability
- Alignment [Vision, Values, Priorities]
- Continuous Improvement + Agility

HEALTHY COMPANIES

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KPIs for Organizational Health

Agility

The ability to balance fast action + change with organizational clarity, stability and structure.
KPI: LEADERSHIP EFFECTIVENESS

- Business Skills:
  - Drive for Results
  - Know the Business: Think & Act Strategically

- Leadership Skills:
  - Make Optimal Decisions
  - Take Charge of Change

- People Skills:
  - Become an Excellent Communicator
  - Lead High-Performing Teams

Strive for Self-Mastery
KPI: LEADERSHIP EFFECTIVENESS

Establish Rapport

Communicate

High EQ

Mentor

Inspire

Delegate / Cultivate Potential

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KPI: EMPLOYEE ENGAGEMENT
Culture Drives Performance.

Leaders Set the Tone.
But what is “Culture”?
Vision + Mission + Core Values

{ KPI: Alignment }
Core Values...

{ ... Aren’t “Shoulds” }
CORE VALUES

• Inspire you.

• Align you. Create a shared “Code of Conduct”.

• Guide your decision-making.

• Be integrated into your daily life.

• Be what you hold yourselves accountable to.

• They are the foundation of your culture.

HEALTHY ORGANIZATIONS
Drive
Empower people to communicate, connect, perform, engage & commit.
Know your value. Honor your gifts & the process. Love your life & your work. Set the tone. Rise to the challenge.
Choose total accountability. Demand your best. Keep your agreements.

Cultivate vibrant & thriving work places. Inspire excellence.
Transform to your highest potential. Respect each other.

Be authentic.
Rigorous.
Of service.
Grateful.

Be open to feedback.
Maintain integrity in the conversation.

Be impeccable with your word. Be willing to take risks & make mistakes.
Be passionately curious.
Be proud & humble. Be a trusted advisor.

Slay the dragon.
Make it happen.

K Communications | Business Therapy: Have the conversation™  www.biztherapy.biz
Core Values...

What are yours?
CULTURE

• It’s the “how” you perform
• An environment of excellence; or one that tolerates mediocrity

HEALTHY ORGANIZATIONS
Building a Disempowering Culture

- Being out of the loop
- Blaming
- Tolerating substandard performance / attitude
- Not listening
- Lack of standards
- Lack of clarity around expectations
- Indecisiveness
- Override decisions
- Speaking ill of others/Gossip
- Micromanaging

CULTURE DRIVES PERFORMANCE.
Building an Empowering Culture

- Allowing for errors
- Asking for input / help
- Regular, candid feedback
- Clear expectations
- Included in the process
- Sufficient authority & responsibility
- Open communications; listening

- Let team members set goals
- Recognition / acknowledgment
- Right people in the right roles
WHAT IS YOUR CULTURE

• Communications + EQ + Conflict?
• Managing Priorities/Initiatives?
• Core Values?
• Feedback [+/-]?

CULTURE DRIVES PERFORMANCE.
KPI: LEADERSHIP EFFECTIVENESS

Tackle Tough Challenges
What are you tolerating?

Headaches, challenges, obstacles
KPI: COMMUNICATIONS
What’s Your Communication Style?
KPI: Effective Leadership Performance Management

- Setting Clear Expectations
- Providing Valuable Feedback
Setting Clear Expectations

• What | Who | When | How

• Provide Context + Content

• Check for Understanding – Open/Ended ?

• Check Assumptions (+Reality) – Yours + Theirs
Provide Feedback [±/−]

- Be Specific
- Share Observable Behaviors
- Catch them in the Act
- Provide in Context of Core Values, Culture + What Motivates
- Give it genuinely + generously (daily)
Every conversation is a performance management conversation.

Have the conversation.
What will you do?
KPIs

engage

communicate

provide feedback

lead

culture

set clear expectations

empower

lead the talk of your core values

connect

Walk the talk of your core values

communicate

lead KPIs

empower

engage

connect

set clear expectations

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Define + shape a vibrant + healthy culture...

...And you’ll attract + retain quality, high-performing team members.
Q&A

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