

Lead.
Engage.
Drive Performance.



communications

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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

KPIs *for Organizational Health*

Agility

The ability to
balance **fast action**
+ change

with organizational
clarity, stability and
structure



KPI: LEADERSHIP EFFECTIVENESS



KPI: LEADERSHIP EFFECTIVENESS



KPI: EMPLOYEE ENGAGEMENT



Culture Drives Performance.

Leaders Set the Tone.



But what is “Culture”?



norms beliefs standards
tolerances expectations
attitudes habits relationships
behaviors morale values



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, **performance.** 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. **TAKE INITIATIVE.** Collaborate. Make it fun. Create abundance. Practice loving kindness & compassion.

CULTIVATE VIBRANT & THRIVING WORK PLACES. INSPIRE EXCELLENCE. TRANSFORM TO YOUR HIGHEST POTENTIAL. **RESPECT EACH OTHER.**

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

BE authentic. rigorous. of service. grateful.

Be open to feedback. **Maintain Integrity in the conversation.**

Embrace learning, growth & change. Live by your values. Nurture your soul. Tackle challenges head on. Fail harder. Savor the glory of your achievements.



slay the dragon.
MAKE IT HAPPEN.





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



CULTURE DRIVES PERFO

WHAT IS YOUR CULTURE



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



CULTURE DRIVES PERFORMANCE.

KPI: LEADERSHIP EFFECTIVENESS

**Tackle Tough
Challenges**



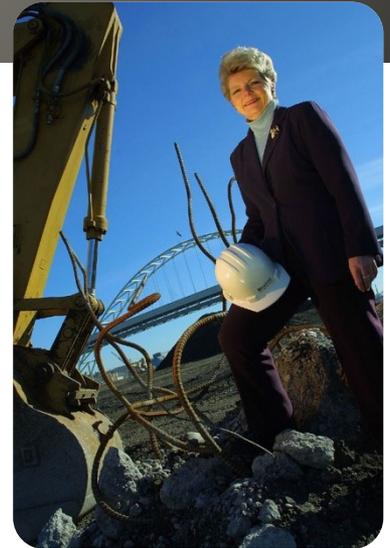
What are you tolerating?

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.



STOP
START
CONTINUE



What will you do?



empower lead Walk the
engage talk of
communicate KPIs your core
provide feedback connect values
set clear expectations

culture



Define + shape a vibrant + healthy culture....

...And you'll attract + retain quality,
high-performing team members.





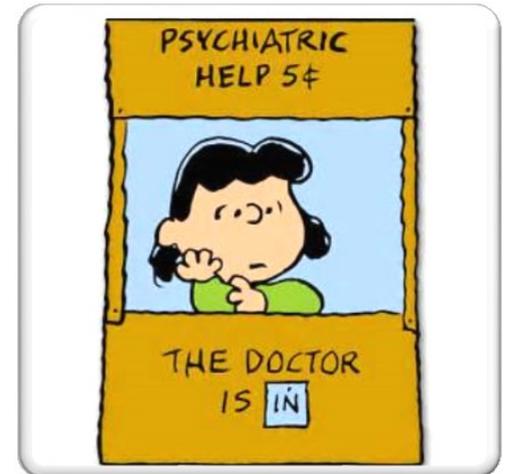
Q&A



communications

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