

Organizational Excellence

10 Practices of a High Performing Organization

1. A Clear, Concise, and Compelling Mission

Every person wants to know their work matters. The company mission doesn't have to be incredibly profound; it just needs to be clear. You want every team member to be able to memorize, and more importantly, internalize it.

2. High Behavioral Expectations

People live up or down to expectations. Most companies have values, but they stop short of setting behavioral expectations. Behaviors drive workplace culture. You have to intentionally build the culture you desire.

3. Hiring Slow

People decisions are the most important decisions a company can make. Too many organizations take interviewing far too casually. They rely on intuition and gut instinct. Great companies hire for more than just competencies, they hire for culture fit, team chemistry, and past performance.

4. Provide a Great Onboarding Experience

Treat every new hire like a Very Important Person, not an after-thought. Quickly build a sense of belonging with the new team member. Introduce them to key people. Make sure they are trained thoroughly in their new job.

5. Develop an Organizational Score Card

People play differently when keeping score. Develop an easy-to-understand Score Card that include simple goals in the areas of finances, sales, production, customer satisfaction, employee turnover, quality, and safety. Regularly share this information with all staff. They will become more invested in the organization.

6. A Devotion to Service Excellence

In great companies, everyone understands the customer provides the paycheck. Great companies look at customers with the long-term in view, not a way to make a quick buck. They do what is best for the customer. This creates not only customer satisfaction, but customer loyalty.

7. Provide Positive Feedback

The number 1 reason people leave their jobs is not feeling appreciated at work. Great organizations see the low-cost, high benefit of making sure employees receive meaningful positive feedback for work well done on regular basis.

8. Build a Culture of Accountability

Your company cannot afford to pay employees to hurt the organization. Bad behavior, poor attitudes, and big egos must be addressed. One person can't make a team, but one person can break a team.

9. Systematic Solicitation of Employee Ideas

Great companies not only use their employee's hands, they use their brains. The people on the frontlines are closest to the action. They see the problems, the challenges and the obstacles. But they also have solutions.

10. Investment in Leadership Development

Gallup management research has found that 70% of an employee's engagement is determined by the relationship with their direct supervisor. Great companies equip their managers to lead by influence, not authority.