

People & Growth

Creating a high performance culture

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The following extract was taken from Alan Anderson's article on "Getting the most out of your staff".

Creating a high performance culture is based on the fundamental principles of commitment to people and achievement of business goals. There are four key elements to creating a high performance organisation:

- Begin with instilling a common understanding of the key business drivers, values and goals across the organisation.
- Next there must be clear expectations of the role of groups and individual staff in achieving these business goals. This is the 'line of sight' – the clear connection and alignment between what the company and the individual seek to achieve. Performance planning with defined key performance indicators will assist in this process. Employees perform best when they know what is expected of them.
- The third element is to develop capability to enable people to achieve expectations – provide plenty of feedback, coaching and encouragement; provide opportunities for continuous learning and development.
- Finally, there is commitment based on staff being recognised and rewarded for the contribution they make thereby increasing their job satisfaction.

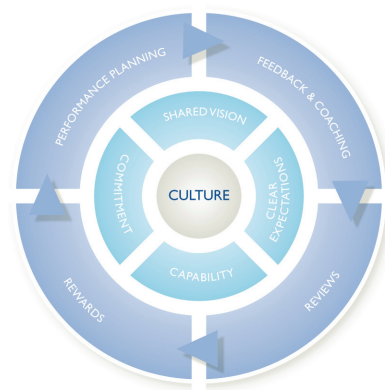
Experiencing a high performance culture organisation

One example of the results possible from adopting the high performance culture model is a company that achieved revenue growth of 25% a year for the last three years, exceeding forecasts, and a consistent improvement in staff satisfaction measured through bi-annual climate surveys.

The specific processes implemented to achieve this growth were:

- the development of a strategic plan;
- undertaking a team building exercise with senior staff; implementation of a performance appraisal process,
- professional development program and a rewards program.

For further information on how to create a high performance culture, please contact Alan Anderson on direct phone +61 (0)7 3237 5807 or email alan.anderson@bdo.com.au



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