

7 Practices of a High-Performing Organization

Accelerating Excellence with Del Gilbert Podcast Episode #72 - Resource Guide

"If you could get all the people in the organization rowing in the same direction, you could dominate any industry, in any market, at any time."

-Patrick Lencioni

1. Hire the Right People

Most companies take hiring too casually. They have an undisciplined and unfocused approach. They concentrate too much on education, expertise and experience and too little on what I call behavior skills. My mantra is hire for attitude and train for skills. When you hire the right people, you have a great competitive edge.

2. Set High Expectations

People tend to live up or down to expectations. Many companies have core values like integrity, excellence, and service. But those words are conceptual, not concrete. I encourage you to dig deeper and create specific behavioral expectations that align with those core values

3. Get the Wrong People Off the Bus.

One person cannot make a team, but one person can break a team. There is no way a team will be high functioning if you tolerate poor behaviors or attitudes. You can't afford to pay people to hurt your organization, even if they have great job skills. Most companies put up with poor behaviors and attitudes far too long.

4. Develop a Clear, Concise, and Compelling Mission Statement.

Most mission statements that are generic, too long, or complicated. Create a clear, concise, and compelling mission statement that is inspiring and memorable. There is power in purpose. We are all purpose-driven beings and work best on mission.

5. Build a Culture of Trust

Trust is like oil in an engine, it makes everything work smoother and faster. Distrust is like sand in the engine and it grinds the gears. Think about your organization. Can people be authentic? Or are they afraid to speak up? Make sure there is an environment of psychological and emotional safety.

6. Put People in Positions to Play to Their Strengths

Great companies put people in a position to play to their strengths. They seek out what is unique about each person, what they do well, what they love, and find a way to help them do more of it.

7. Keep an Organizational ScoreCard

Develop simple, key metrics or measurements that everyone in the organization can understand. Then regularly share progress on the key metrics. That way your team can celebrate successes and make the necessary adjustments if they are not winning. People play differently when you are keeping score.