

Organizational Excellence

10 Practices of a High Performing Organization, Part 1

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.