

## The Plan

- Create your **employment brand**
- Redefine your human resources strategy
- Create your **talent pipeline**
- Create & maintain an **optimal** environment

## The “Right” People

- Commitment to the team and values of the organization (*Congruency*)
- Capacity to see the big picture
- Ability and willingness to learn and share new skills
- Capacity to listen for and identify key information

## The Trust Foundation

- Deterrence (rules and authority)
- Knowledge (technical proficiency and credibility)
- Identity (personal trust and intimacy)

## Critical Leadership Skill Sets

- Ability to set clear expectations
- Ability to give and receive feedback constructively
- Commitment to coach
- Ability to identify and apply appropriate corrective action
- Commitment to lead by example

## Optimal Work Environment

- Clear and transparent organizational values
- Clear expectations and boundaries and alignment to the big picture
- Reciprocal investment in professional and personal growth
- Clear alignment between performance and rewards

# New Paradigms

## *Performance Enhancement Model*

## The Key Elements

- Creating a *foundation of trust*
- Incorporating *Congruency™* into hiring and selection
- Building a climate of *commitment and engagement*, rather than compliance

Change strategies that are **systematic** rather than **systemic** do not produce meaningful sustained change. Effective change strategies **must** include culture, congruency, and trust as a foundation.

## The Principle of *Congruency™*

- Our view of the activity
- Our view of our ability to do the activity
- Relationship between activities and values
- Our commitment to do the “work”
- Our belief in the product/service

## Two Ways to Build *Congruency* in Your Organization

- From the foundation through hiring and selection
- Identifying and executing an organizational change strategy

You never change things by fighting the existing reality. To change something, **build a new model that makes the existing model obsolete.**

~ Buckminster Fuller

