Culture Roadmap

A Roadmap for Building Your Performance Culture

START

Define · Align · Manage

1. Evaluate Current Performance

Identify Top Performance Priorities

1. _____
2. _____

💡 Commonly growth, profit, customer satisfaction, quality, etc.

2. Identify How Culture Plays a Role

Strengths

1. _____
2. _____

Weaknesses/Areas of Improvement

1. _____
2. _____

💡 Think frustrations & behavior holding back *performance priority results* - commonly teamwork, accountability, creativity, discipline/organization, ownership, etc.

4. Define Values and Expected Behaviors

💡 Be very specific about behaviors that should be expected. Use feedback & prioritization. Document & communicate.

5. Clarify Strategic Priorities and Goals

Identify Strategic Priorities

💡 Ideally no more than 3-5 areas of work clearly communicated & focused on performance priorities. Document in clear summary.

Current Status:

✔ Effective

✘ Not Effective

3. Clarify Improvement Vision

💡 Focus on a performance priority, strengths & weaknesses from Step 1. It should be motivating, instill confidence & support a defined purpose or mission.

🛑 The organization's purpose or mission must be articulated and visibly evident.

6. Engage Team to Define SMART Goals

🔑 Goals support each strategic priority & reinforce expected behaviors.

💡
- Use feedback & prioritization with team(s).
- Document & track.

10. Build Motivation Throughout

💡 Regular formal & continuous informal reward & recognition. Celebrate progress on performance priorities. Provide positive feedback on demonstrating expected behaviors and coach when behaviors are not shown.

9. Manage Communication Habits

💡 Standard daily/weekly/monthly habits. Feedback to confirm clarity (pre-review, during, after). Use standard agendas. Surface & eliminate drama/rumors. Focus on results & expected behaviors.

8. Maintain a Management System for Priorities / Goals

💡 Weekly/monthly meeting, standard agenda, track status & remove barriers. Focus on performance priority results & expected behaviors. Recognize progress, coach & facilitate continuous improvements.

7. Clarify & Track Key Measures

💡 Consider a unifying metric: highly visible measure of performance priority. Define leading & lagging measures for performance priorities.