

# PRINCIPLES OF HIGH PERFORMANCE

## HOW TO ACHIEVE OUTSTANDING RESULTS IN YOUR BUSINESS

*"A high performance organization achieves superior, sustainable results by clarifying its strategy, streamlining its processes and creating a culture in which each person is a contributing partner in the business."*

Preston C. Pond and Roger K. Allen, The Center for Organizational Design

**FLEXIBILITY** – The workshops are modularized so a delivery schedule can be set to minimize work disruptions and allows topics to be prioritized based on needs.

**COMPETANCY BASED** – Participants come out of each workshop with skills and competencies that they can immediately use to improve their job performance.

**SPACED LEARNING** – The workshops are spaced over time to allow the participants to practice and master the material between sessions.

**STATE OF THE ART MATERIALS** – The participant workbooks are the best on the market today to ensure ease of use, reuse, and maximum impact.

**CUSTOMER FOCUSED TRAINING** – Tailor the training to meet individual client needs and help make critical implementation decisions for lasting results.

It is becoming more and more difficult for organizations to survive in today's world: 40% of all new businesses fail by the end of the first year; only 12% survive five years; and 2 to 3% survive 10 years.

Unfortunately, most of the responses to the challenges companies face today are ineffective. They attach symptoms while leaving intact the root causes of organizational ineffectiveness.

Now, by attending this program, you can learn principles and methodologies that will enable you to achieve outstanding and sustainable results within your organization.

A Few Principles of High Performance:

- The strategy and direction of the organization are clear and guide day to day actions and decision-making.
- Members of the organization understand the business and are committed to getting results.
- People govern themselves by shared values and guiding principles rather than rigid policies.
- People are organized, when possible, into self-managed teams.
- Processes are streamlined and systems aligned to support the strategy and philosophy of the business.
- The role of management changes from controlling workers to creating an environment in which people can be most effective.

What You Will Gain:

As a business owner or manager you face two challenges: 1) meeting your short-term business and financial goals; 2) building an organization that will sustain you for the long-run.

The purpose of this program is to accomplish objective 2). You and other members of your organization will attend four modules, each one tailored to your schedule and needs, that will teach you how to design your organization to:

- Take control of your future
- Achieve outstanding results
- Gain total commitment from your employees
- Exceed your customers expectations

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### *Module 1: Traditional vs. High Performance Paradigms*

- The concept of paradigms
- Practices and principles of the traditional paradigm
- What is it like to work in a traditional work environment
- Practices and principles of the High Performance work paradigm
- What is it like to work in a High Performance work environment
- The challenges of moving your organization toward High Performance

### *Module 2: Characteristics of High Performance*

- The origin of High Performance work systems and concepts
- The characteristics of traditional & High Performance organizations
- The leadership role shift required for High Performance
- The characteristics of High Performance teams
- The importance of stability before moving to High Performance

### *Module 3: Building Trust*

- Have fun
- Experience the consequences of win-lose and win-win strategies
- Learn how to achieve win-win relationships
- Understand what is meant by trust
- Identify the biggest organizational trust issues
- Set personal goals for improving trust

### *Module 4: High Performance Tools and Plans*

- The High Performance Development Model
- The Transformation Model
- The Transition Planning Model
- Forces driving and restraining change in your current organization
- Top priorities for moving to High Performance