The Wheels of Change
Creating a *Community* Culture

THE PERFORMANCE GROUP, INC.

◆

We build your people, so your people can build your business!

We will:

✓ Discuss **CHANGE** and how it impacts not only us - but those we serve.

✓ Explore the benefits of developing a "**COMMUNITY**" mindset

✓ Discuss **COMMUNICATION** and share a tool that will focus your and allow you to clarify your **EXPECTATIONS**.

The **best use of management's time** is to focus on the cultural traits that impact operating performance... These 'mission-critical' traits usually fall into these categories:

❑ Communication
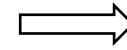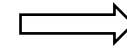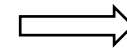❑ Decision making
❑ Work habits

change.

No Focus   **Focused**

People ⟹ _____

Processes ⟹ _____

Priorities ⟹ _____

"The best change happens when you first decide what should *never* change."

Dale Burke

"**Teams**" think

- _____
- _____
- _____
- _____

"**Communities**" think

- _____
- _____
- _____
- _____

"**Community**"
a group of "**competent**" people who are
_____ or outcome.

COMMMUNICATION

EXPECTATIONS

We will clearly define and discuss what is expected from one another. We will set goals, and we will measure our performance and our results.

What do you expect from me (or my department)?

How do you measure my performance?

Where do "gaps" exist? Where are your expectations not being met?

What happens in your world when I (we) don't meet your expectations?

What changes do you foresee that might impact how we work together?

How did we do?

Once again, thank you for letting The Performance Group, Inc., be a part of your personal and professional development. We would like to know what you thought about the program. Please complete this form and return it to your facilitator before you leave. Thanks again.

	YES	NO
The facilitator connected with the participants.	◯	◯
What I learned helped me grow professionally.	◯	◯
I feel the training was a good investment of my time.	◯	◯
I would recommend this training to others.	◯	◯

Comments /Suggestions _____

_____

Name (optional) _____

Ideas - Action Plan

I need to apply the following principles to my daily efforts:

1. _____

2. _____

3. _____

4. _____

5. _____