Solutions for Sustainable High Performance
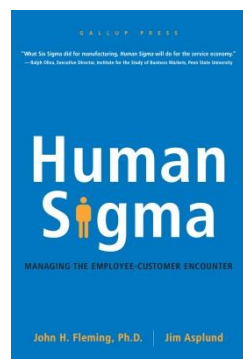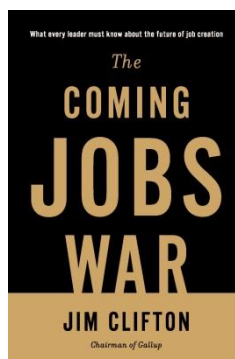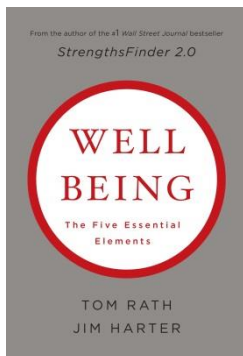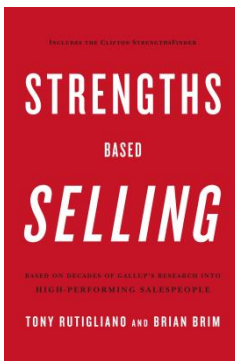
As the consulting division of Leaderonomics, *Leaderonomics Good Monday* believes that sustainable high performance is only possible when there is **leadership accountability** and **team engagement.** Central to this two-pronged approach is the focus on defining a clear and compelling set of key results to be achieved in an accelerated manner.

The acid test for the need of sustainable solutions for your organization's long term growth sounds like this:
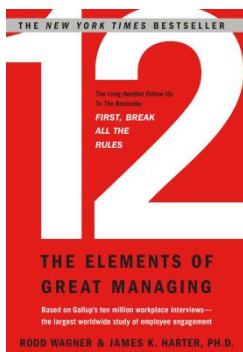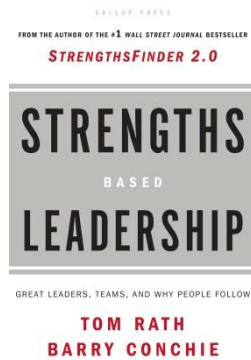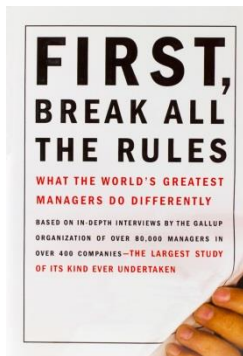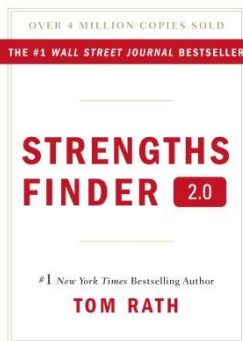
> **If everyone in the organization continues to think & act in the same manner as they do today, can you expect to achieve the results you need to achieve?**

Culture Setting
The organization is growing but we lack clarity of purpose, direction and mission.

Culture Alignment
The organization has clear goals but are held back by silo and territorialism practices.

Key Result Areas

Culture Coaching
The organization has managers who can efficiently execute but not effectively engage.

Culture Motivation
The organization has employees who are productive but not passionate and engaged.

Led by a Gallup-certified coach and experienced faculty, we specialize in custom designing *cultural interventions* which take into account the following drivers:

- *Leadership Vision and Clarity*
- *Values and Rituals*
- *Human Capital Development*
- *Work Teams and Structures*
- *Performance Management.*

Gallup has administered engagement studies to more than 25 million employees in 189 different countries & 69 languages. Based on such research, *Leaderonomics Good Monday* works with organizations to drive for productivity, profitability and value – to achieve both success and sustainability.

LEADERONOMICS GOOD MONDAY
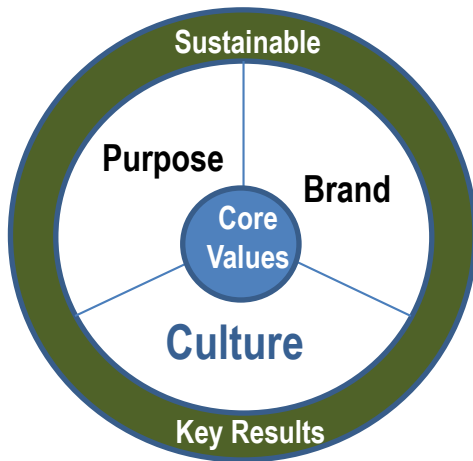
Cultural Identity Design (CID)

A 2-day senior leadership clarity session where we design the non-negotiable elements of your results-focused, high performance culture.

This customizable program is designed for C-Suite level leaders, business owners and key stakeholders who are concerned with not only what the organization sells but *what the organization stands for.*

Many organizations are clear about the results to be achieved, however the *sustainability* of their performance depends on the design of the right set of parameters - the *Organization Cultural Experiences (OCE).* In today's workplace, employers no longer can just issue instructions and expect compliance without first addressing elements of an engaged culture.

Either you manage your culture or your culture will manage you.
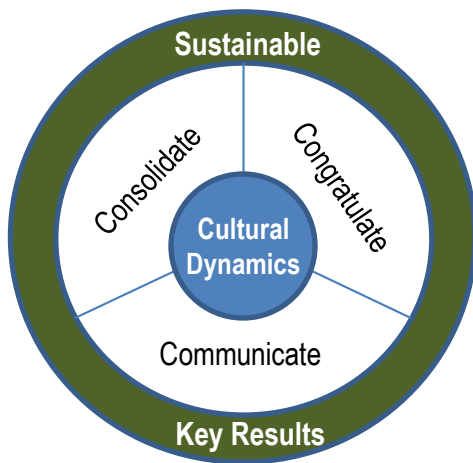
Cultural Identity Design (CID) -

- **Refocuses** the *entire* organization on the vital few *key result areas (KRA).*
- **Reexamines** the gaps between what is expressed and what is actually *experienced.*
- **Reflect** on the legacy with a focus on building for a stronger, clearer future.
- **Refresh** the organization identity with stories that both instruct and inspire.
- **Rewrite** the new *Cultural Dynamics* of what it takes to accelerate the achievement of KRAs.

Issues Addressed –

- The confusion of mixed messages in the organization.
- The emergence of second-generation leadership with different management perspectives.
- Despite the growth of the business, there is still the practice of silo mentality and territorialism thinking.
- The emergence of the new workforce which seeks for meaning and purpose in what they do.
- The failure of transformation by measurement.
- The practice of management by fear and authoritarian personalities.
- An increasing level of disengagement and disillusionment with the state of the organization.

Program Modules –

- ❑ *Organization Cultural Audit*
  Depending on the availability of existing data, we will work closely with key stakeholders to determine the current state of *experiences* and *expectations.*
- ❑ *Developing the Case for Change*
  We come alongside C-Suite leaders to articulate and amplify aspirations. For any cultural initiatives to be *sustainable,* you need to "humanize" the case for change. The messenger needs to be aligned to the message.
- ❑ *Designing the New Cultural Dynamics*
  Through a results-focused and character-driven approach, we work to bring clarity to describe the vital *Cultural Dynamics* which will accelerate the achievement of the KRAs in a manner which is engaging and sustainable.

LEADERONOMICS GOOD MONDAY

Sustainable
Consolidate
Congratulate
Cultural Dynamics
Communicate
Key Results

Cultural Alignment Projects (CAP)

A customized consultative project management approach to implement the designed *Cultural Dynamics.*

Upon the completion of the *Cultural Identity Design (CID)* program, this next phase focuses on the operationalization of the newly created set of *Cultural Dynamics.*

Leveraging on our increasing database of best practices, we deep-dive into aspects of the *organizational development* (OD) process to identify area of gaps and incoherence which hinders rather than help further the cause of the *Cultural Dynamics.*

Led by a team of qualified project managers, we work to empower the internal resources of your organization to create an alignment between passion and process.

Alignment of resources empowers the spirit of achievement.

Cultural Alignment Projects (CAP) -

- **"Storifying"** the new *Cultural Dynamics* in a compelling and connecting manner.
- **Showcasing** the renewed organizational *experiences* through internal and external branding.
- **Strengthening** the performance appraisal and recognition practices and policies.
- **Supporting** the HR and OD team through relevant train-the-trainer and competency-design programs.
- **Surveying** the employee engagement status regularly using Gallup's Q^{12} assessment center.

Issues Addressed –

- The practice of changing behavior by policies and rules without addressing motivation.
- Ineffective and uninspiring "town hall" meetings.
- Minimal correlation between right performance and relevant recognition.
- Numerous, independent OD projects with little correlation with cultural goals and key results.
- Disconnected competencies and training programs.
- Lack of strategic and business-focused HR initiatives.
- Diminishing levels of employee engagement.

Typical Project Modules –

❑ **The Cultural Handbook Project**
  Culture is maintain by the stories and the standards passed down from one generation to another. This project designs and documents the organization's DNA.
❑ **The Employee Communication Project**
  Above all, a leader must be clear. Consequently, it is critical that channels of employee communication be enhanced and improved to deliver consistent messages.
❑ **The Employee Engagement Project**
  Based on interviews with 25 million employees in 189 countries, Gallup has developed a proven and tested methodology for administering the Q^{12} engagement assessment center. Through a simple 12-question survey, we can gauge the engagement health of the organization. An employee's state of engagement is a *leading indicator* of sustainable high performance.

LEADERONOMICS GOOD MONDAY

Strengths-Based Performance Management (SBP)

A 2-day workshop for developing a team of great managers to engage with their team for high performance.

Gallup has studied leadership – more than 50,000 leaders in more than 200 organizations – for more than 40 years, resulting in a research-based model of what it takes to lead a successful enterprise. The key to connecting key results with employee engagement is developing a team of *great* managers.

Building a world-class team of great managers is essential to navigating the uncertainties of today's global economy. Leaders at every level must capitalized on what makes them strong instead of trying to repair what makes them weak.

Great managers ensure your organization's prosperity.

Strengths-Based Performance Management (SBP) -

- **Create** managers who are mindful of their own individual talents and assume responsibility for developing them.
- **Care** for employees through understanding their unique talents and set up each person for success.
- **Collaborate** for high performance by building a team culture of appreciation and partnership.
- **Coach** employees to grow within their role.
- **Clear** performance goals are set with a strong support for the demonstration of individual talents.

Issues Addressed –

- HR being overburdened by people issues, having to "babysit" employees who rightly should be coached by their respective managers.
- Wrong job fit – employees' talents are not recognized and matched with the right job specifications.
- Managers who employ a "control and command" style.
- Demotivated employees.
- High turnover and diminishing loyalty.
- Poor team morale with a lack of personal ownership.

Program Modules –

- ❏ **The Language of Talent Management**
  By revealing the ways in which each unique individual most naturally thinks, feels, and behaves, the *Clifton StrengthsFinder* helps people discover and build on the areas in which they have the most potential to succeed.
- ❏ **The Framework for Employee Engagement**
  By focusing on the roles of a great manager – *identifying talents, setting expectations, motivating and developing* – we are adding credibility to the belief that an organization's greatest asset is indeed its people..
- ❏ **The Steps to Strengths Coaching**
  Coaching is vital to unlocking each person's natural talent, creativity, and resourcefulness. Through a strengths-based framework, managers are taught the vital three coaching conversations – *Appreciating Strengths, Building Collaboration* and *Driving Performance.*

LEADERONOMICS GOOD MONDAY

Strengths-Based Leadership (SBL)

A 1-day workshop for motivating the employee to a higher level of self-awareness and personal productivity.

Gallup has surveyed more than 10 million people worldwide on the topic of employee engagement with the result that people who do have the opportunity to focus on their strengths every day are *six times as likely to be engaged in their jobs* and more than three times as likely to report having an excellent quality of life in general.

When team members are aware of each other's talents, they understand how each person is inclined to think, act, and feel. They understand how the team can work best together to accomplish its goals and performance objectives.

Your greatest opportunity for success lies in building your strengths, not in fixing weaknesses.

Strengths-Based Leadership (SBL) -

- **Create** employees who are mindful of their own individual talents and assume responsibility for developing them.
- **Concentrate** on the employee's unique talent to provide a targeted career growth path.
- **Collaborate** for high performance by building a team culture of appreciation and partnership.
- **Clear** alignment between a person's role and his or her soul – resulting in personal engagement and ownership.

Issues Addressed –

- Demotivated employees, lacking personal energy.
- Job frustrations – being assigned roles that do not align with personal talents.
- Constantly being asked for higher performance with minimal personal development.
- High turnover and diminishing loyalty.
- Poor team morale with a lack of personal ownership.
- Lack of progress conversation and feedback.
- Not aligned to company mission and goals.

Program Modules –

- ❑ **The Language of Talent Management**
  By revealing the ways in which each unique individual most naturally thinks, feels, and behaves, the *Clifton StrengthsFinder* helps people discover and build on the areas in which they have the most potential to succeed.
- ❑ **The Ownership of Personal Talent**
  Discover the strengths-based approach to development that promotes growth and top performance based on what each individual and team naturally does best. Consequently, the employee will likely take ownership for his or her own personal growth and career success.
- ❑ **The Drive towards High Performance**
  Identify the talents that lead to success in a given role and then develop a plan for performance within the framework of the company's culture. Strengths provides a common language through which individuals and teams can more fully develop, perform, and partner.

Joseph Tan is the Director of *Good Monday Consulting*, a company focusing on principle-centered leadership training, coaching and consulting with a focus on building a culture of ownership and engagement. This is achieved through developing character, discovering strengths and driving accountability. By leveraging on his formal certification with tested and proven solutions from market leaders like *Gallup* and *Character Training Institute,* Joseph is able to come alongside the client's leadership team to build motivational and alignment depth which would then result in a high performance culture which is sustainable.

Company website : http://www.goodmonday.com
Video channel : http://www.youtube.com/goodmondaychannel

GALLUP CERTIFIED Strengths Coach

People who do focus on their strengths every day are six times as likely to be engaged in their jobs. They are more productive too, both individually and in teams. And they are more than three times as likely to say they have an excellent quality of life.

It isn't until people know what makes them talented and unique that they know how to perform better in their job. Or how to find one that's a better fit. And to build better relationships and be a better teammate. And to feel like they're improving, every single day.

www.goodmonday.com/strengths

characterfirst.
char•act•er: the inward values that determine outward actions

Great leaders know that long-term success is not just a matter of knowledge and skills. It takes character and integrity to overcome the traditional problems businesses face and create a positive, engaging, and productive workplace culture. In addition to competencies, do your executives and managers have the depth of character that will enhance the reputation of your organization?

The secret to a great culture is not in the attainment of great results but in the assimilation of great character. A good name is better than silver or gold.

www.goodmonday.com/character

LEGO® SERIOUS PLAY® CERTIFIED FACILITATOR

Your strategy is all in place but if your organization does not have a culture of ownership and engagement, you may have still have high performance but is it sustainable? Culture must be regularly re-examined because what got us here will not get us there. In the words of Peter Drucker - "*Culture eats strategy for breakfast*".

Many organizations are able to articulate their core values but are unaware of the culture transformation process which needs to take place. The are four phases of this process are – culture setting, alignment, coaching and motivation.

www.goodmonday.com/culture

Joseph (B.Eng, MBA) has extensive working experience in corporations like Motorola, IBM and HP taking on roles in product engineering, sales, marketing and business development. Coupled with more than 15 years of experience in corporate training, coaching and consulting, Joseph brings a unique perspective to organizational development and cultural issues which is reality-rooted and pragmatically-simple. Instead of just conducting sporadic training sessions, Joseph provides the distinctiveness of consulting with organizations to create a *roadmap for creating a culture of ownership and engagement* based on the foundation of a clear vision and strong core values.

By leveraging on decades of research and experience from established companies like *Gallup and Character Training Institute,* Joseph has adopted the strategy of receiving formal certification from these well-known training providers which in turn complements well his practical corporate experience to create a comprehensive solution for his clients.

Joseph has trained for companies across various industries like IBM, Motorola, Mesiniaga, StatsChipPac, Colgate-Palmolive, Panasonic, Bukit Kiara Properties, American Chambers of Commerce, The Star, Astro, Bolton, Reapfield Properties, Flextronics, Jebsen & Jessen, Freescale Semiconductors, Sony, Alliance Bank, RHB Bank/Insurance, Tokio Marine, Great Eastern Life, National Insurance Association of Malaysia, AmBank, Alliance Bank, Affin Bank, Royal Bank of Scotland, OYL Electronics, Malakoff, Sime Darby, Exact Asia, Nielsen Company, Metrix Research, Trane, Norvatis, REAL Education, Sekolah Sri KDU, Tupperware, Asia Brands, DP Controls, Jotun Paints, Thomson, BMW, Mercedes-Benz (Daimler), Proton, Naza Group, Emerson Process Management, Selangor State Education, Ministry of Health, Iskandar Investments and Taylor's Education Group.