ABOUT US!

Tolero Solutions helps you achieve success through people. We find and fix organizational and operational problems overcoming challenges that impact productivity and profit.

On average 70% of employees are unhappy. Every unhappy employee costs ~1.5 their annual salary to replace. Do the math. The biggest asset an organization has is their people. When the people are happy and giving 100%, the customers are happy, and the organization succeeds.

We strive to make organizations better places to work. We increase your human capital’s speed and ability to improve innovation and deliver excellent customer service. Driving the ability to rapidly offer new products and services and increase customer service excellence – increases profits and growth.

Tolero Solutions helps you engage and retain your biggest asset – your human capital (your people). People service your customers, solve problems, and help drive innovation. Happy people -> happy customers = increased growth.

• **Strategy**— An organization cannot achieve a high performing culture without having developed a detailed strategy including a clear mission, and a defined vision statement. The strategy should help determine who you want to be, where you want to go, and how to chart the course to help you get there. The strategy should answer several imperatives including but not limited to, what can we do best? What motivates us and our people most? What is essential for our financial stability? And how do we define and measure success?

• **Leadership**— Leadership is a driving force behind creating and maintaining a high performing culture. Leaders serve as role models through their actions and behaviors. High performing organizations have committed leaders who can rally people around a deeper sense of purpose. In most cases these leaders are also expert communicators. Through their management, leaders of organizations with a high performing culture have the ability to translate ideals into action. These leaders not only know their organization; they know the type of people in their organization and how those people’s contributions help to achieve the strategic goals. Leaders who help achieve a high performing culture are ethical, approachable, relatable, and involved.

• **Communication**— To achieve a high performing culture, frequent, transparent, and authentic communication amongst leadership, employees, stakeholders and customers is a necessity. To keep audiences engaged in your products and services and committed to the organizations strategy, mission, and vision, they need to know what is going on and why (within in reason).

• **People**— Organizations can’t exist without people. People make the difference in every business. To achieve a high performing culture you must recruit, engage, and retain the right people for your culture. Many things may bring employees through the front door, but bad work environments drive them out. Build a highly engaged and committed workforce. Let employees know they and their ideas are valued and provide a culture where their…

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High Performance Culture Checklist: How to Achieve a High Performing Culture

ABOUT THE AUTHOR

Scott Span, MSOD is CEO & Lead Consultant of Tolero Solutions. He is an accomplished Project Management & Change Management specialist with an ongoing record of success in managing projects and programs in achieving cost schedule, and performance objectives. He has over 15 years of experience in driving programs to success, leading change initiatives and performing strategic planning, communications, facilitation and training. Through his work he helps clients in achieving success through people to create high performance organizations – organizations that are more responsive, productive and effective – where engaged employees enjoy working and customers enjoy doing business. He is an author on various topics of organizational development and generational differences and the creator of the Recruitment and Retention Lifecycle™. Scott holds a Masters in Organization Development (MSOD) from American University and the NTL Institute and is also certified in the FIRO-B and has Process Mapping and Balanced Scorecard certifications and a government security clearance.

• voices can be heard. Creating this type of environment increases employee motivation and retention and reduces employee turnover. This type of positive environment helps people reach higher levels of productivity. People are the company. High performing organizations recognize and embrace this fact. They acknowledge in all decision making that it is the people who execute the organizations strategy. It is people who measure the organizations progress and steer its direction. It is the people and their capabilities, individually and collectively, that ultimately create a high performing culture.

• Technology— Most employees are used to technology; some were even born with it at their fingertips. Utilize new technologies and adapt fast to new innovations. Don’t shy away from new technologies that enable telecommuting or virtual work environments, or that help contribute to work life balance. Utilize laptops with wireless access, video teleconferencing, Webinars, and social media. Technology can be used to encourage group and project based work strengthening collaboration and engagement. Use technology to build in collaboration, create informal team building exercises, and as a communication tool for positive public relations for your organization.

• Structure— Many different types of organizational structures exist (product, functional, virtual etc.). The structure for your organization should help support and execute the strategy and align to the mission and vision. Organizational structures often require changes over time as organizations increase in size, change service offerings, and respond to internal and external environmental factors. Remain flexible and open to adapting the structure as needed.

• Processes— To have an organization with successful high performing culture flexible and adaptable process must be in place. Processes should support the organization in developing the ability of the organization to change (flexibility, speed and ability to learn). Processes should support a culture of innovation and continuous improvement. Processes should be...
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CULTURE

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ACHIEVING SUCCESS THROUGH PEOPLE

continuously Improved, simplified and coordinated, to support the organization strategy. The more that processes help relevant and correct information be reported and delivered, the faster products and services can be continuously updated and improved.

- **Adaptability** — The organization with a high performing culture is unafraid of change and embraces new innovations and trends in order to remain competitive. Developing the ability of the organization to change and adapt (flexibility, speed and ability to learn) is imperative to success. The organization does not maintain status quo; but is enabled to make meaningful change to improve their programs, services, products, and processes, and to create new value for the organization’s stakeholders.

- **Diversity** — For those organizations that wish to remain successful and competitive in today’s global marketplace ignoring diversity is a thing of the past. Most organizations have a diverse workforce; to keep them engaged it is important that they see the organization values and supports diversity. Take a look at your organization chart. For example, if you see that most managerial or leadership roles are filled by one demographic, then most likely this was already noticed as a negative by employees. If employees see that only one ‘type’ of person tends to move up the ladder and they don’t fit that description, then it becomes easy for them to take on a ‘so why bother’ mentality, and this has a negative impact on engagement, retention, and productivity.

- **Evaluation** — High-performing organizations remain successful by measuring results, evaluating activities or projects, and creating clear expectations with regard to the desired performance. Organizations with a high performing culture manage individual performance and help others reach their potential. Additionally, they effectively measure, analyze, and review performance data to drive improvement and organizational competitiveness. Continuous improvement and innovation is imperative to success, and can only occur through evaluation and a culture of continuous learning. High performing organizations have a distinctive strategy, processes are continuously measured and evaluated, the more relevant and correct information is reported, and the core competencies and products are continuously improved.