

A CULTURE OF PERFORMANCE

Creating a high performing
leadership team

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CONSULTING

A Culture of Performance

THE CHALLENGE

Effective leadership teams are critical to the performance of the any organisation. High performing leadership teams inspire confidence in employees, shareholders and customers. They drive performance through deep engagement with their people. They are able to create a powerful new future for those around them, supporting teams through the challenges and pushing them on to new levels of greatness.

Yet in Australia we are too often seeing reports highlighting the thousands of disengaged employees. The bands of transient customers who feel undervalued or ignored. We are seeing old and stable organisations failing to keep up with the new waves of competition. We have Regulators, Government and Consumer Groups questioning the integrity and behaviour of the leaders of our biggest businesses.

- **How will the leaders of the future create teams and businesses that inspire, engage and foster the communities in which they work?**
- **How do leaders create a way of working that enhances the lives of everyone involved from customer, to employee and shareholder?**
- **How do we create a Culture of Performance?**

INGREDIENTS OF A PERFORMANCE CULTURE

To have a high performing culture for all stakeholders, we need strong high performing leaders who are creating the systems and processes, developing the people and culture, and, role modelling the behaviours and mindsets needed. Fostering a performance culture, particularly in teams undergoing significant change, enables the team to develop a shared sense of trust, clarity and commitment; the fundamentals for a high performing team.

A high-performance culture doesn't come gift wrapped off the shelf. It is not given to a team, it is developed by a team. With structured facilitation, simple tools and shared experiences, teams can develop a performance culture that is authentic, empowering and aligned to their overarching strategy.

A high-performance culture is founded on creating a common answer across 5 critical questions:

Purpose Why am I here?

Vision Where are we going?

Trust Who's in this with me?

Resilience How do we support each other?

Empathy How do we understand each other?

Performance Culture provides a powerful foundation enabling leaders and teams to set clear objectives, develop and leverage their capabilities and work together to overcome challenges through effective communication and collaboration.

THE PLAN FOR BUILDING A HIGH PERFORMANCE CULTURE

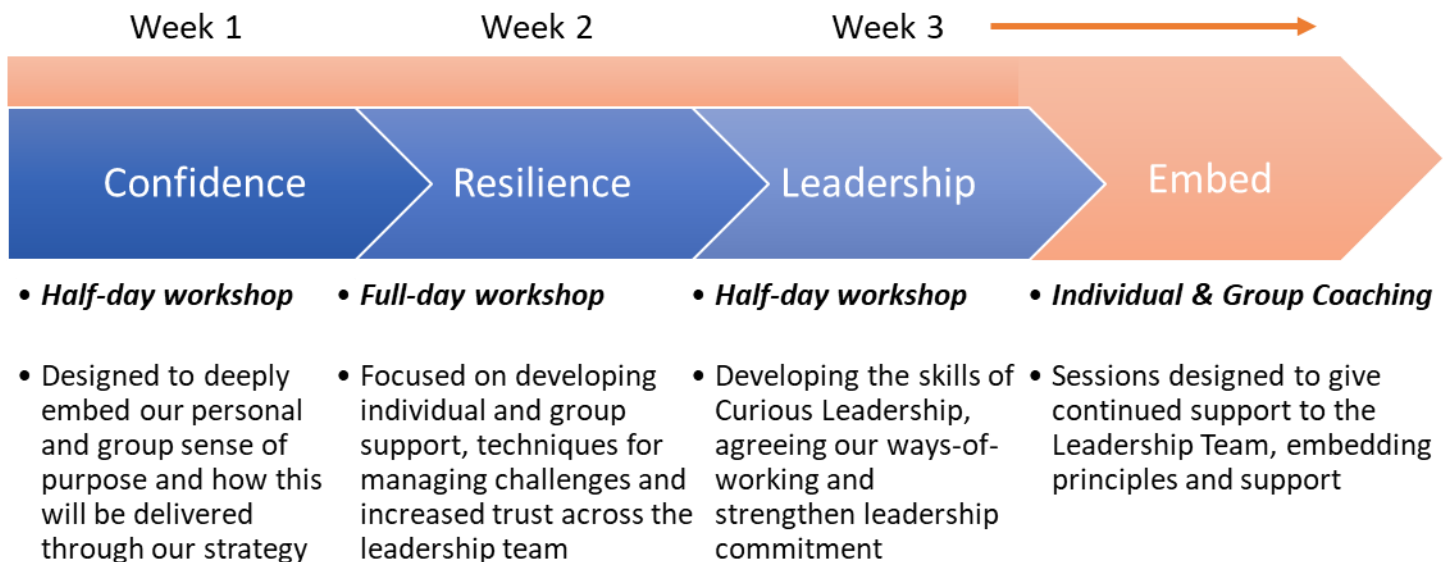
The approach Empathic Consulting has designed works to:

- Build a strong connection between the personal purpose and drivers of individual leaders and the shared purpose of the group, this is critical to understand why we are working together and helps provide the impetus for our strategic objectives
- Create a strong sense of team across the leaders. Leadership can be a lonely journey, so by fostering a strong and aligned network across the leadership group, organisations and individuals can improve resilience and resourcefulness in challenging times
- Enhance the leadership skills and capabilities of the team, specifically in the areas of leadership curiosity and practicing empathy. This helps

leaders to create better relationships, foster stronger teams and support individuals at all levels

- Support leaders as people, acknowledging the new mindsets, skills and challenges that leaders face. With ongoing support, new skills can be embedded, and a new culture can be created by the leadership team

The program generally works through four stages:



TIMING, RESOURCES AND INVESTMENT

The 4-week program will require 2 x half-day workshops with the Leadership Team and 1 x full-day offsite. The Embed Coaching will include 1 x scheduled 1 hour call with each individual before the program commencement, 1 x 1 hour call with each individual each week during the program and an additional 3 x 1 hour call per individual in the weeks following the program.

The total investment for total program is \$2,700 + GST per person. (additional discounts for groups can be arranged on request)

This includes 8 hours of coaching calls, preparation and facilitation of all workshops, all materials and expenses incurred by Empathic Consulting and any services of external service providers.

WHY CULTURE AND NOT JUST LEADERSHIP?

This program has been designed as a team development program, not standalone leadership development, to enhance the clarity, capability and consistency of the leadership team across your organisation.

While there is attention given to Leader as an individual through coaching, the key goal of the program is to create a more confident and resilient team of leaders to drive your organisational culture and performance. This will require the team to have clarity on their vision, purpose and objectives. It will require them to build trust, resilience and support their teams and each other.

Humans perform best in teams, especially when they have a shared clarity of purpose, a willingness to collaborate and a collective confidence in each other. This is what we will create with A Culture of Performance.

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ABOUT EMPATHIC CONSULTING

WHY WE EXIST

We believe empathy is the most important capability to create improved outcomes for businesses, leaders and communities. While too often ignored or misunderstood, empathy is the capacity for a person to understand the rational and emotional drivers of others. When leaders can develop this skill to build an understanding of their people, customers and other stakeholders, they are able to develop breakthrough strategies and foster powerful teams through greater diversity and engagement.

Humans are complex. Understanding people and what drives them is both the hardest and most important skill that anyone can learn. We use neuroscience, psychology and behavioural economics to filter out the fluff and focus on results. This is why we built Empathic Consulting.

OUR PURPOSE

Empathic Consulting is creating a world with more understanding, compassion and connection powered by Empathic Leaders.

OUR VISION

Empathic Consulting provides practical, evidence-based skills, tools and frameworks to develop empathy as a capability. We challenge perceptions, inspire curiosity and upskill leaders to help them change their world. We support Not-For-Profits who believe in a more compassionate and inclusive world and form partnerships with those who share our passion for empathy.

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