


Achieving Optimal Performance


Think About Tomorrow®

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Agenda For This Afternoon

- ✓ Discussion about how to achieve optimal performance
- ✓ Setting Expectations and Feedback
- ✓ Personal Accountability
- ✓ Initiative
- ✓ Communication



Achieving Optimal Performance

Key Elements – Optimal Performance

What IS Optimal Performance??

What are the key elements to achieving optimal performance?

1. Clear expectations
2. Immediate and reoccurring feedback
3. Personal accountability
4. Initiative
5. Communication



Setting Expectations

Why is setting clear expectations an important element?

What part do you play in insuring that this takes place? (Do you play a part?)



Feedback

Two types of feedback:

- Immediate
- Reoccurring

What impact does feedback have on achieving optimal performance?



Performance and Quality of Work Life

Who is responsible for:

The quality of your work life?

Your Performance?



PERSONAL ACCOUNTABILITY

What Is Personal Accountability?

- It is an outward reflection of your character and your beliefs.
- It is taking responsibility for your behavior and performance.
- Your temperament drives how it is expressed.



Personal Accountability

Con't

Can someone else hold you accountable?

In the truest sense, we only have control over ourselves and our behavior. So that means no one else can hold us accountable. They may be able to influence our behavior though.....



Personal Accountability

Con't

What will it take for you to insure that you are personally accountable?

- Desire
- Commitment
- Awareness
- Follow Through



INITIATIVE

What Is Initiative?

Initiative is the commitment and action that supports both integrity and personal accountability.

One of the most important factors in our taking initiative in the workplace, is ownership! Once we have taken ownership, initiative will then become the natural outcome.



Ownership

What do I mean when I talk about ownership?

What would prevent us from taking ownership?



Back To Initiative

How does taking ownership lead us to taking initiative?

How does taking initiative help us to achieve optimal performance?



Ownership Support

How can we insure that we stay present to the fact that we "own" our behavior and performance?

- Ask for feedback from everyone you interact with.
- Acknowledge what the reality is, even the problems and challenges.
- Don't waste time and energy on things you cannot control or influence.
- Own your circumstances and your results at all times.



Group Discussion

COMMUNICATION



Communication

Why is expert communication a factor in achieving optimal performance?

Whose responsibility is it to insure that communication has taken place?



Elephant In The Dark

A story that originated in India, many versions currently exist, and it is used widely by various groups and individuals.

Six men were put into a dark room with an elephant and asked to determine what an elephant looked like by feeling different parts of the elephant's body. One man who feels a leg says the elephant is like a pillar; the one who feels the tail says the elephant is like a rope; the one who feels the trunk says the elephant is like a tree branch; the one who feels the ear says the elephant is like a hand fan; the one who feels the belly says the elephant is like a wall; and the one who feels the tusk says the elephant is like a solid pipe.



When You Are the Sender

- Decide what you want to say before you begin the communication.
- Just the truth and the facts, clearly and directly.
- Stay focused on your desired communication outcome.
- Take responsibility to keep the communication focused on the original intent.
- Stay present and focused on those you are communicating with.



When You Are the Receiver

- Give full attention to the person communicating to you.
- Stay present and focused.
- Listen for accuracy.
- Ask questions to clarify and to insure understanding.
- Feed back what you heard to make sure both of you agree on what has been said.



Types of Communication

Does the type of communication method we use make a difference? (Email, written, personal dialog)

Determine the best method to communicate your message – not the easiest.



Putting It All Together

Optimal Performance Can Be Achieved.....if we:

- ✓ Take responsibility
- ✓ Have clearly defined expectations
- ✓ Hold ourselves accountable
- ✓ Take ownership of our work life and performance
- ✓ Take initiative
- ✓ Take responsibility for expert communication



Questions?

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