Overview   **Activity**

Perform to our Potential – An Exercise

READ

Steve Hemsley introduced this exercise to our Culture Ambassadors on 10/29/14. To fully grasp what we mean by performance, we would encourage you to do this same exercise with your team. He pointed out that if we don't achieve performance, as defined, we compromise all the other values. Our Values provide the right kind of navigational coordinates to perform to our potential.

Our United Culture is profoundly around performance, and we're not just talking about our financial performance or growth. Performance is getting the fundamentals right. Growth and earnings are an outcome.

It's up to us as leaders to make sure that we are doing these things in a balanced way. Performance applies across the spectrum of those cultural values. They're tied to each other; they're really a matched set. You can't trade one off on the other, and you can make a case that each one begets the other. Yet performance is a transcending element to what we do. We have no idea how much trust we compromise when we don't perform. We will never live up to our cultural values if we don't live up to performance.

We value Performance
We are committed to deliver and demonstrate excellence in everything we do.

We believe
The challenges of health care are great. Yet they are matched only by the opportunities.
Our purpose to Help People Live Healthier Lives and our role to Make Health Care Work for Everyone can only be met by a demonstrated commitment to and achievement of performance excellence in everything we do.

We behave
We will be accountable and responsible for consistently delivering high quality and superior results that make a difference.
We will challenge ourselves to strive for even better outcomes in all key performance areas.

ACTION

View a video on Performance

1. **Send this video link on Performance** out to the team to watch before your team meeting.
2. At the meeting, **hand out the attached template** for "Individual Activity", and ask each person to fill in the blanks. Give them 3 minutes to complete.
3. To facilitate the discussion, simply go around the group, **asking each team member to share one Turnover and one Success**.   Allow each person to share in turn, so everyone has a chance to share.
4. **Repeat** until all team members have exhausted their list.
5. Shift to the **five discussion questions**, and ask for the team's response:
   a. Listen intently and to understand – your shadow is being noticed, and your job here isn't to answer the questions, it's to truly listen to your team
   b. Be Curious and assume Positive Intent as you listen….some of the turnovers may be uncomfortable to hear
   c. Think about what Filters might be displayed as people are sharing their perspectives
   d. Remember Behavioral Styles…we all communicate in different ways. Give everyone a chance to participate
6. Once you complete the discussion, and **We Wills** from the team….particularly incorporating the Results Cone (How could we change our thinking) and Accountability (what more could we do to get a different result)
7. **Discuss** with the team - How often would they like to have this type of discussion?
8. Share your **appreciation** to the team for their participation and feedback.

Help   Feedback   Stories   Our United Culture Site

Overview   **Activity**

Individual Activity

Turnovers - What has not gone well?	**P e r f o r m a n c e**	Successes - What has gone well?
List 3-5 areas/projects where we <u>have not</u> been accountable and responsible for consistently delivering high quality and superior results that make a difference.		List 3-5 areas/projects where we <u>have</u> been accountable and responsible for consistently delivering high quality and superior results that make a difference.

Turnovers:
1.

2.

3.

4.

5.

Successes:
1.

2.

3.

4.

5.

Integrity   **Compassion**   **Relationships**   **Innovation**

Team Discussion:

Did you notice any deficiency in our Values of Integrity, Compassion, Relationships & Innovation in our turnovers?

How did our Values of Integrity, Compassion, Relationships & Innovation contribute to our successes?

What could you have done to be more effective in preventing one of the Turnovers?

What did you or someone you know do to help make one of the Successes happen?

What will you do to help demonstrate excellence in everything we do?