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5 Success Factors That Really Make A High Performance Organisation

The research study aimed at identifying the factors which have a positive relation with organisational performance, through a literature review of 290 research studies into high performance and subsequent testing in 1470+ organisations worldwide. The research yielded 35 characteristics—grouped into 5 core factors that have a significant correlation with high-performance for all types of organisations, industries and countries.

Based on a global studies by Dr. A de Waal in 50 countries, involving 1,470 organizations, five HPO success factors are described below. Before continuing, we recommend that you first read this brief explanation.

The success factors that determine what makes an organization a High Performance Organization (HPO): ***an organization that achieves better financial and non-financial results than comparable organizations over a period of at least 5 to 10 years*** are in brief:

1. Quality of Management

The management of an HPO is of high quality, builds relationships based on trust by combining integrity and coaching leadership with highly exemplary behavior, is quick to make decisions (also regarding non-performers), is result-oriented and committed to a long-term vision.

In an HPO, belief and trust in others and fair treatment are encouraged. Managers are trustworthy, live with integrity, display commitment, and are enthusiastic, respectful, and inspiring

They exhibit a decisive, action-focused decision-making style. Management however also holds people accountable for their results by maintaining clear accountability for performance. Values and strategy are communicated throughout the organisation, so everyone knows them and embraces them.

2. Quality of Employees

The employees of an HPO are diverse, complementary and well able to work together. They are flexible and resilient when it comes to achieving results. This are busy every day answering the question: "How can I make our organisation more successful?"

HPO's assemble and recruit a diverse and complementary management team and workforce with maximum work flexibility.

The workforce is trained to be resilient, conscious agile and flexible. They are encouraged to develop their skills to accomplish extraordinary results, and are held responsible for their performance. The result is that creativity is increased, leading to higher levels of effectiveness.



THE 5 STRANDS OF SUCCESS



3. Openness and Action Orientation

The culture of an HPO is an open one in which everyone is involved in important processes through shared dialogue, continuous knowledge sharing and learning from mistakes, where change is encouraged and actions are taken to improve performance.

HPO's foster an open culture, meaning that management values the opinions of employees and involves them in important organizational processes. Making mistakes is allowed and regarded as an opportunity to learn.

Employees spend a lot of time on dialogue, knowledge exchange, and learning, to develop new ideas aimed at increasing their performance and ensuring the organization is performance-driven. Managers are personally involved in experimenting, thereby fostering an environment of change in the organization.

4. Continuous Improvement and Innovation

An HPO is aware of its distinctive (strategic) characteristics and has all employees continuously contributing to improving, simplifying, aligning and renewing processes, services and products.

HPO's compensate for dying strategies by renewing them and making them unique.

The organization continuously improves, simplifies and aligns its processes, innovating its products and services and creating new sources of competitive advantage to respond to market changes.

Furthermore, the HPO manages its core competences efficiently, and sources out non-core competences.

5. Long-term Orientation

To a HPO, continuity in the long term always takes precedence over profit in the short term. The long-term orientation of a HPO applies to clients, collaboration partners, as well as relationships with employees. Management positions are filled by employees rising from the ranks.

An HPO grows through partnerships with suppliers and customers, extending long-term commitment to all stakeholders. Vacancies are filled by high-potential internal candidates, and people are encouraged to become leaders.

The HPO creates a safe and secure workplace (both physical and mental), and only lays off people as a last resort.

For workshops, assessments, and 360 HPO degree insights – contact Tony on 083-447-6300