

# THE SERVING LEADER MODEL® IMPROVES RESULTS THAT MATTER TO YOU!

Five Actions	CHARACTERISTICS OF A HIGH PERFORMANCE CULTURE	Organizational BENEFITS AND OUTCOMES	KPI'S THAT ARE POSITIVELY MOVED
<b>Run to Great Purpose™</b>	<b>Everyone understands why their work matters.</b>	<ul style="list-style-type: none"> <li>• Capture the Hearts of Your People</li> <li>• Win the War for Talent</li> <li>• Increase Organizational Buy-In</li> </ul>	<ul style="list-style-type: none"> <li>• Employee <b>Engagement/Satisfaction</b></li> <li>• Employee <b>Productivity</b></li> <li>• % Voluntary <b>Turnover</b></li> </ul>
<b>Raise the Bar™</b>	<b>Values are practiced throughout the organization.</b>	<ul style="list-style-type: none"> <li>• Develop Stronger Trust Relationships</li> <li>• Improve organizational Speed</li> <li>• Reduce Business Risk</li> </ul>	<ul style="list-style-type: none"> <li>• # of <b>Issues/Team Conflicts</b> Logged w/ HR</li> <li>• Total <b>Cost of Compliance</b></li> <li>• Customer <b>Satisfaction</b></li> </ul>
<b>Blaze the Trail™</b>	<b>All activities provide real value to the customer.</b>	<ul style="list-style-type: none"> <li>• Obtain Clarity on Your Value Proposition</li> <li>• Improved Customer Service</li> <li>• Operational/organizational Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Customer <b>Satisfaction</b></li> <li>• <b>Net Income Per Employee</b></li> <li>• <b>Department Spend</b> as a % of Revenue</li> </ul>
<b>Build on Strength™</b>	<b>People's roles match up with their passion and capabilities.</b>	<ul style="list-style-type: none"> <li>• Realize the Full Potential of Individuals</li> <li>• Realize the Full Potential of Teams</li> <li>• Improved Innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Employee <b>Engagement/Satisfaction</b></li> <li>• Projects Delivered <b>On-Time/Budget/ROI</b></li> <li>• Client <b>Satisfaction</b></li> </ul>
<b>Upend the Pyramid™</b>	<b>Teams grow and flourish without dependency on individual leaders.</b>	<ul style="list-style-type: none"> <li>• Boost Leader Engagement in Team Huddles and at Front Line</li> <li>• Develop Deeper Bench Strength</li> <li>• Enable Long-Term Sustainability and Scalability</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership <b>Engagement/Satisfaction</b></li> <li>• % Voluntary Leadership <b>Turnover</b></li> <li>• % of Leaders with <b>Succession Plans</b></li> <li>• <b>Annual Goals</b> Achieved</li> </ul>