

Building and
Sustaining
HIGH
PERFORMANCE
Culture





Communicate the Big Picture

- Clearly articulate the organization's mission and priorities
- Discuss how the work fits into the overall mission
- Provide regular updates so that employees understand the context and outside factors affecting their work

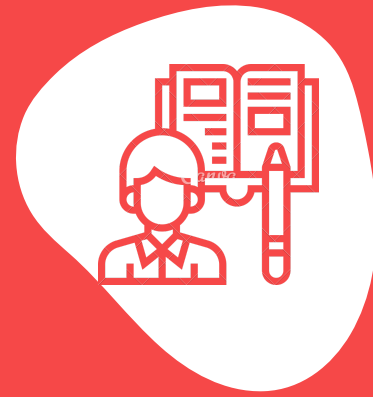
Employees with a clear understanding of the big picture operate more independently and effectively, freeing managers to grow up the group and feel connected with the organization
(SHRM, 2018)



Motivate Change

- Provide opportunities to overcome personal barriers to change
- Promote and encourage autonomy in your team
- Communicate progress regularly to build trust

“
High trust and autonomy in
tasks motivate employees to go
above and beyond for their
managers
”



Actively Promote Continuous Learning

- Arrange face to face coaching and mentoring programs to develop important skills
- Encourage employees to attend job-related workshops
- Encourage them to take up training sessions to stay up-to-date with the industry trends

“Intellectual competencies and being conversant with modern day technology has become extremely significant to foster a holistic learning culture and thereby an engaged workforce”



Create a Coherent Employee Experience

Three levers can shift mindsets and behaviours:

- a compelling change story
- leadership role modelling and
- skill building

Execute a program that allows each lever to work in harmony

When each lever works in harmony - minimizes confusion and accelerates the transition to a new culture

(McKinsey, 2018)

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