



Workplace **Attitude**
& Peak Performance
for Employees

A few days ago I had the privilege of facilitating a learning session for **COUNTRYHILL LIMITED** a member of the Fox Capital Group. My session was centred around a few topical areas that included: What is it about attitude?, Focal Points of a Healthy Workplace Attitude, Constituting a Healthy Workplace Attitude, Benefits of a Healthy Workplace Attitude, and Understanding Peak Performance.

One of the greatest assets available to the individual is the mind. The mind is the warehouse for decision making. Your decisions are improved based on the quality of options before you. Your options evolve based on the perspective you have about things. The perspective you have about things is influenced by the quality of your mind.

Decision making is a task of selection. It is about making a choice on an issue, course of action, and/or path to take on a matter. Quality decisions are not reached without consideration of other alternatives. The decisions you make are the basis for evaluating the quality of your performance.

I'll attempt to share a few of the ideas from the training here.

What is it about attitude? I mentioned that attitude is about: Your way of thinking, feeling, and approaching issues. It is expressed by your actions, inactions, and reactions.

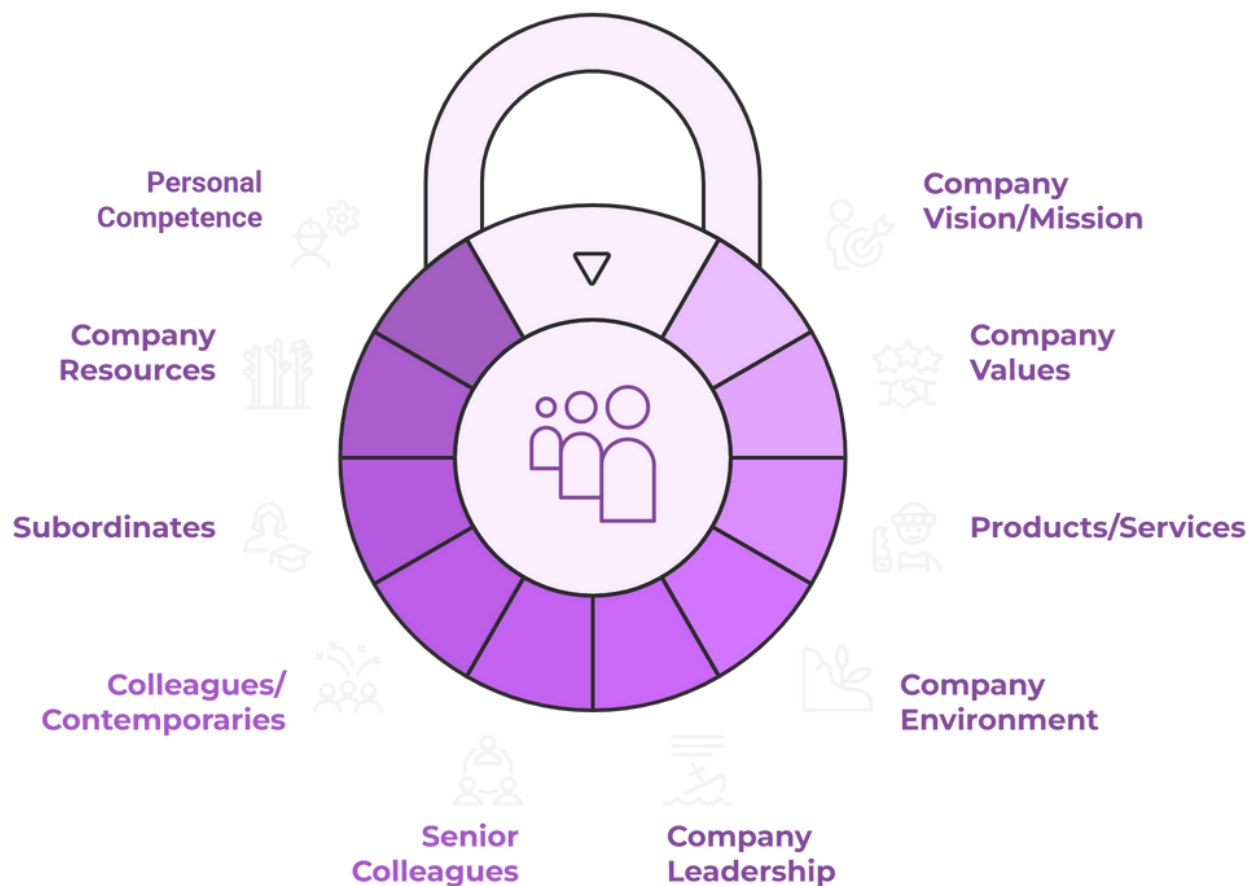


Focal Points of a Healthy Workplace Attitude.

I identified the critical influencers of the of a healthy workplace attitude as:

- 1.The Vision/Mission of the Company. Is it compelling enough?
- 2.The Values of the Company. Do they align with your beliefs?
- 3.The Products/Services of the Company. Are they good enough?
- 4.The Environment of the Company. Is it empowering enough?
- 5.The Leadership of the Company. Are they exemplary?
- 6.Your Senior Colleagues. Are they Admirable?
- 7.Your Colleagues/Contemporaries. Are they Supportive?
- 8.Your Subordinates. Do they have potential?
- 9.Company Resources. Are you a steward?
- 10.YOU. Are you competent?

Workplace Attitude Influencers



Constituting a Healthy Workplace Attitude

1. Acknowledge and celebrate the value you bring to the company
2. Be humble in spite of the value you bring to the table
3. Use privileges sparingly
4. Identify with others through empathy
5. Sacrifice for the good progress of your team



Benefits of a Healthy Workplace Attitude

1. You will gain promotion and increased passage to high statuses
2. Your good reputation will be more pronounced
3. You will have increased privileges
4. Your references will carry a lot of weight
5. Your counsel will sound more like an instruction than a suggestion
6. Your input will be openly acknowledged
7. Your influence will increase

Understanding Peak Performance

I provided a few descriptions of performance for the audience to consider

1. Your performance is the production of an outcome following the execution of tasks,
2. Your performance is the production of a result based on the engagement of your time, energy, and resources,
3. Your performance is a reflection on the productive capabilities of your previously executed functions,
4. Your performance is an evaluation of the contribution of your efforts to the realisation of company goals and objectives.

Understanding Performance



Outcome Production

The tangible results achieved through task execution



Resource Engagement

The effective use of time, energy, and resources to yield results



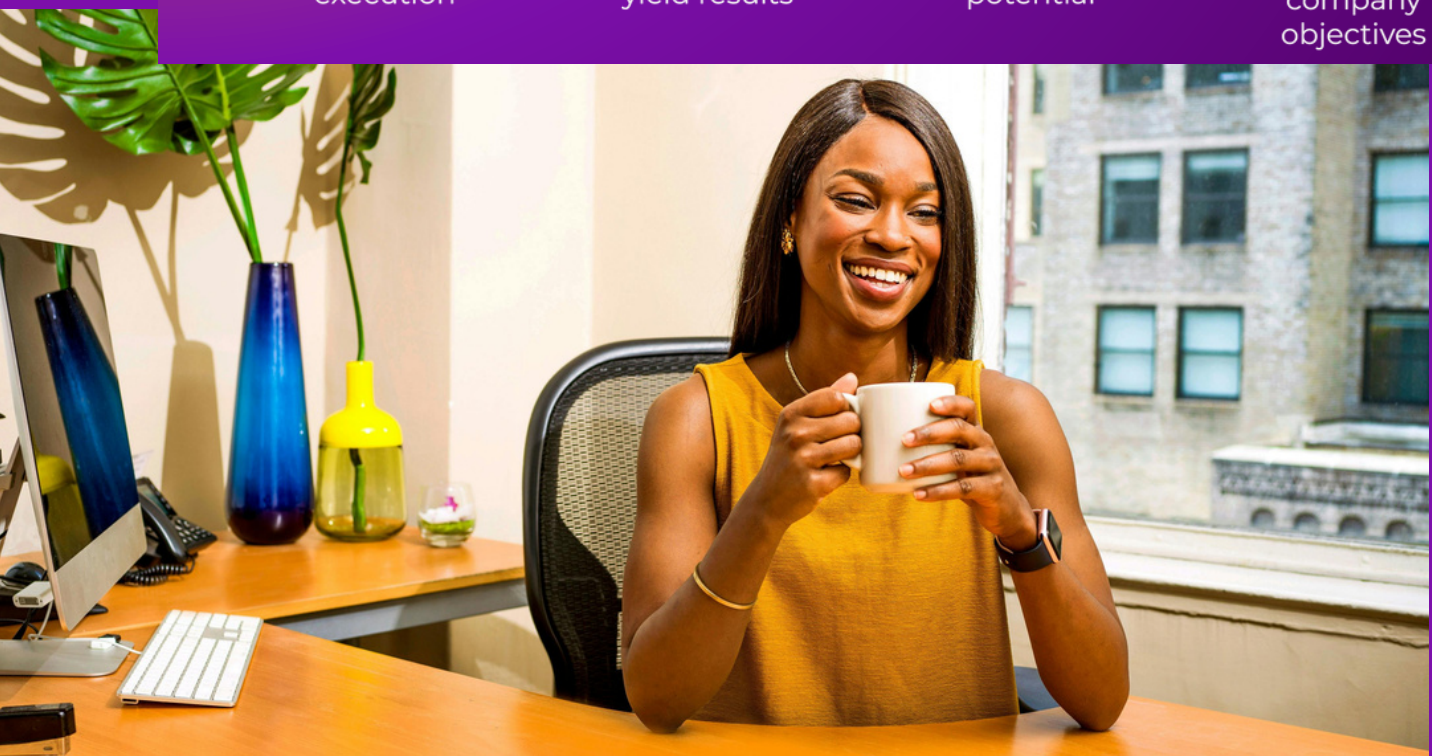
Capability Reflection

An assessment of past actions to gauge future potential



Goal Contribution

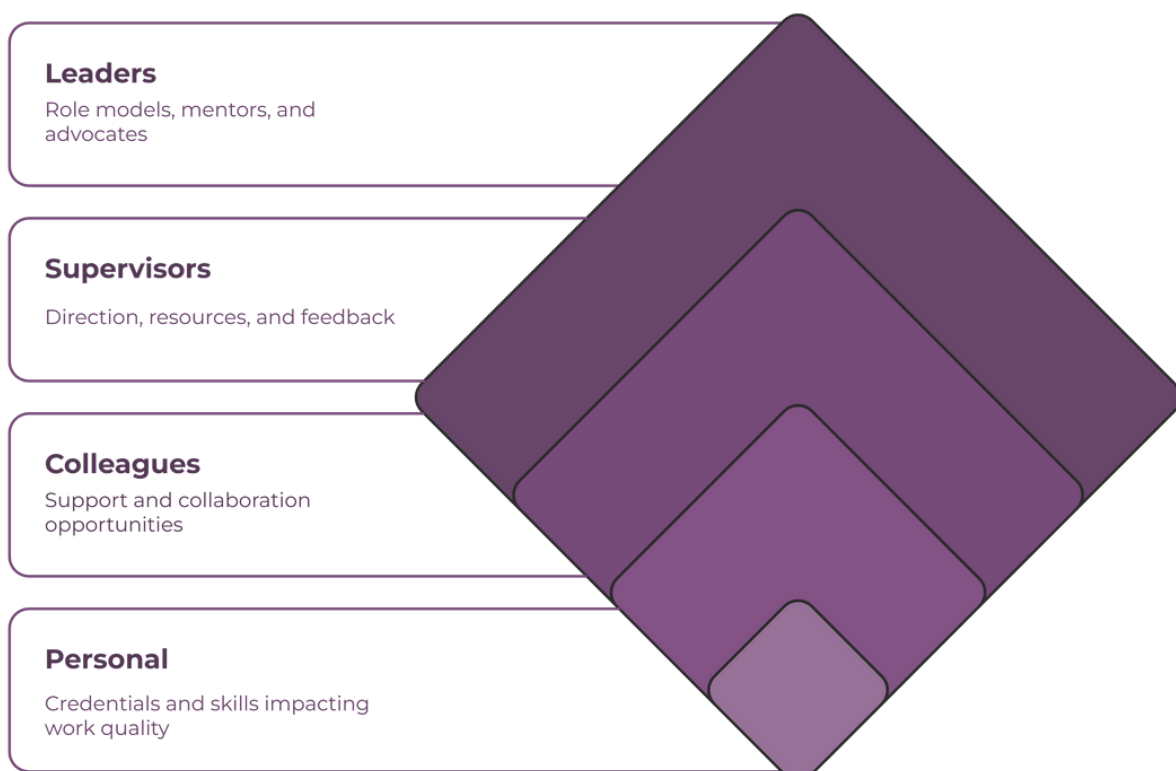
The impact of efforts on achieving company objectives



Influencers of Peak Performance. In advancing the conversation on peak performance, I identified critical influencers on 4 different levels.

1. **Personal:** Your credentials or formal validations of your competence, personality, skills, knowledge, and experience will impact the quality of your work.
2. **Colleagues:** On this level, your performance will be influenced by the information they share with you, the relief they give you when they offer to fill in for you when absent, the opportunity to collaborate with them to do noble things, and the support they give when you are oftentimes overwhelmed.
3. **Supervisors:** Your performance is influenced by the clarity of direction you get from your supervisors, the amount of resources made available to you to perform your tasks. You are also motivated to produce great outputs by virtue of the reward available to you. A final factor on this level will be your evaluation. Feedback is a gift and has the potential to influence improved performance.
4. **Leaders:** On this level, the impact is based on your ability to extract value from people that quality to be your role models (those currently doing what you want to do), mentors (your trusted advisors, within or outside your industry), coaches (your professional development partners), sponsors (your advocates and crusaders of the worthiness in your abilities).

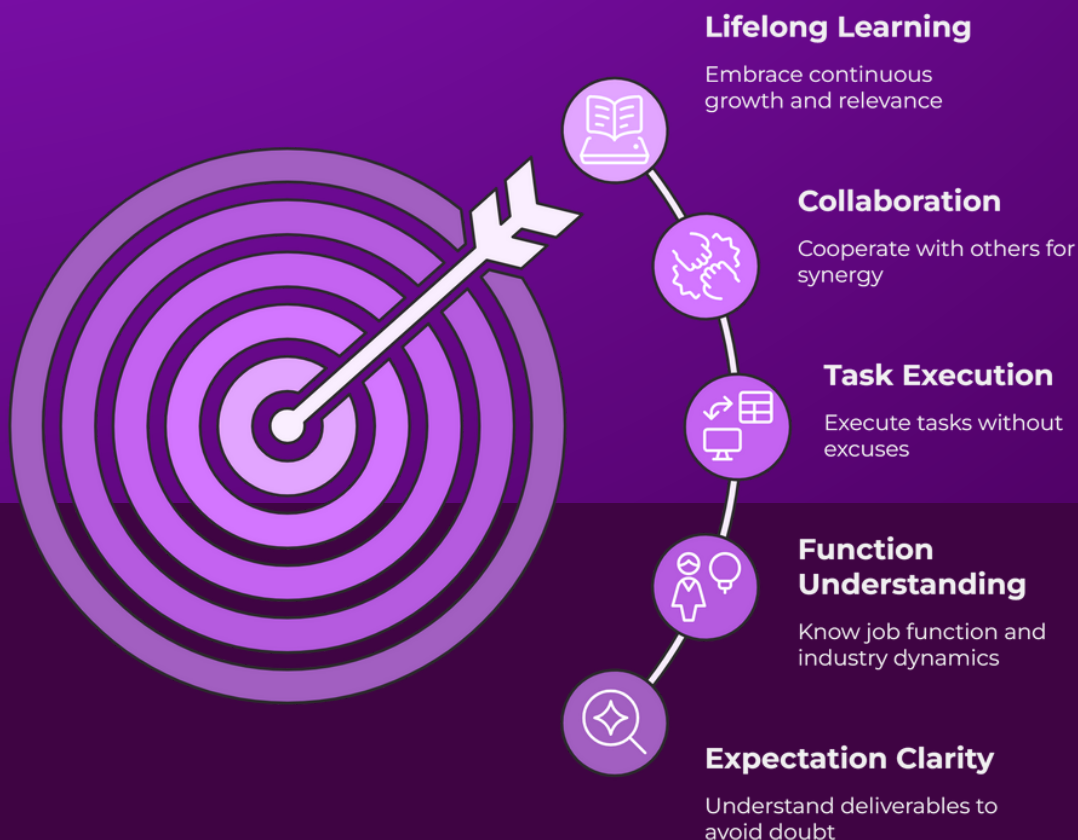
Influencers of Peak Performance



Responsibilities for Peak Performance: There are things required of you besides the execution of tasks to ensure you deliver maximally to the strength of your competencies. They include:

1. **Know your expectations:** Never be in doubt of what your deliverables are. Ignorance is not an excuse.
2. **Understand your function:** Have a thorough knowledge of the job function, aspirations and culture of the company, the movers and trends in the industry, and a deep understanding of the dynamics of your business environment.
3. **Execute your tasks:** Ideas may rule the world but executors of ideas are the rulers of the world. Do the work you have been assigned and don't rely on alibis.
4. **Collaborate with others:** Have a readiness to cooperate with people. Never compete when you can collaborate.
5. **Embrace a lifestyle of Lifelong Learning:** The rapid change we see in the world today requires constant learning. Be committed to a defined and programmed capacity development effort. It will cause you to be fresh and relevant always.

Responsibilities for Peak Performance



Conclusion

I closed the session with four maxims:

- One of us is not better than the rest of us.
- Whatever cannot be measured cannot be improved.
- When things cannot be defined, they cannot be refined.
- Employee performance will always be influenced by employee attitude.



