

THE CHARACTERISTICS OF A TOP-PERFORMING DECISION CULTURE

A top-performing decision culture is built when Vision, Process, and Environment work together to empower people, drive clarity, and deliver results.



VISION

- Organizational vision and direction are communicated clearly and regularly.
- Everyone can clearly explain the organization's business model.
- Significant changes in policy or operations are thoughtfully developed and introduced with forethought.
- Everyone can clearly explain what the firm's customers value in products and services.



ENVIRONMENT

- Trust is the mainstay of the daily workplace.
- Individual performance is clearly explained, measured, and enforced.

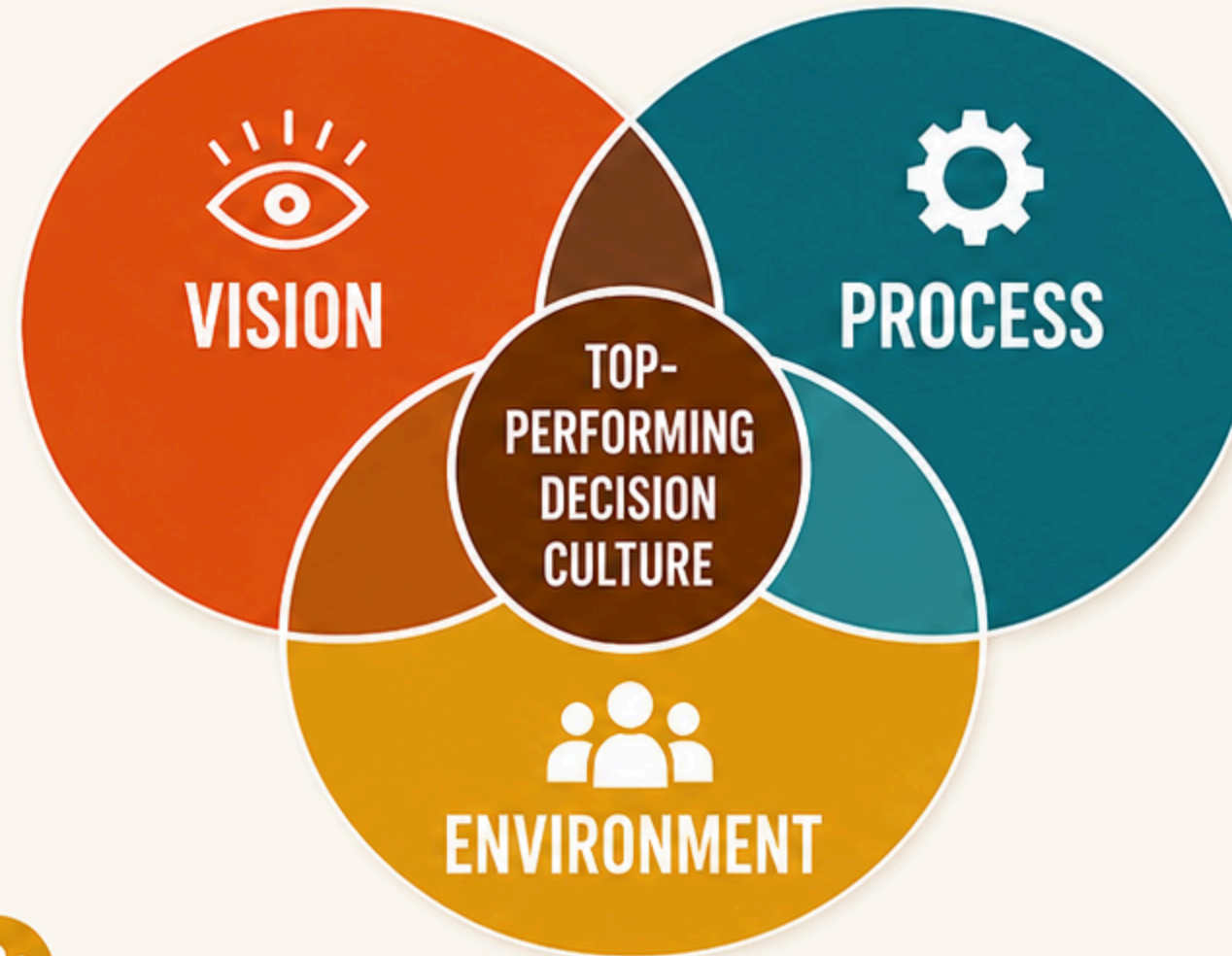
- Training and development are offered regularly, and their value is publicly embraced by leadership.
- Collaboration is both fostered and encouraged at all levels.

- Employees are provided with ample opportunities to connect socially.
- Employees are encouraged to grow their skills and pursue new opportunities within the firm.



PROCESS

- Leadership embraces suggestions from the front-line on up.
- Independent decision making is not only encouraged, but compelled.
- Delegation is provided with both clarity and the necessary authority.
- Employee selection is handled with thoroughness and with an eye to retention.
- Human resource policies are clearly communicated and enforced with an eye to reason.



“ When Vision inspires, Process empowers, and Environment supports, great decisions happen every day. ”