

# UNDERSTAND HOW TO BUILD A GREAT ORGANISATION

## ① Culture

A culture that supports growth has several defining characteristics: fun but challenging work; autonomy, independence and accountability; opportunities to try new things, to make mistakes, and to learn from successes and failures. In short, an awesome organisation has an empowering, motivating culture that attracts awesome people and retains them. It enables them to thrive and perform at their best.

### Rate your culture



What one action could improve your culture?

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## ② People – maximise your resources

Awesome people have the talents, skills, and expertise your company needs. They share the company's values and are able to handle company growth. They join you because they see how working in your company will enable them to achieve their personal mission. They are teachers and learners, respected and respectful, problem solvers (not just identifiers), anticipate needs, work well in teams, and are creative.

### Rate your people



What one change would enable you to get or keep more of the people you need to grow your company?

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### ③ Top team: Build and lead your top team

Each team member must be fully competent in his/her own job and must help lead the company. Team members must embrace the company's vision and plan, model the values, and be role models of leadership and teamwork.

#### Rate your top team



What one change will enable your top team to improve its performance?

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### ④ Infrastructure

Your organisational structure and processes must be clear and simple, support growth, embed the mission, values and vision into the company, and make it easy to get work done.

Infrastructure is comprised of organisation chart; policies, procedures, processes and systems for selecting and retaining employees; customer information; financial information; facilities, and work tools.

#### Rate your infrastructure



What one change will improve your infrastructure?

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## 5 Plan

A written plan provides a long and short-term framework for growth and innovation. It guides decision-making and keeps everyone focused on the strategies for each goal, specifies action, timelines, people responsible, resources required, measures, and outcomes expected. The planning process involves the leadership team, department heads and all employees in the development of the plan, and includes quarterly reviews and reports on “how we’re doing”.

### Rate your plan and planning processes



What one change will improve your plan and planning processes?

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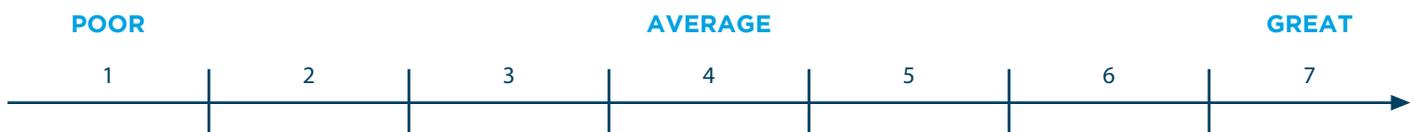
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## 6 The Leader

The leader must set the direction and make sure everyone understands the company's mission, values, three year vision and plan i.e., specify why we exist; the “terms of engagement” with employees, customers, vendors and suppliers; where we expect to be in three years; and the plan to get there.

A leader creates a high performance culture, is an effective communicator - both internally and externally- and selects great people and manages them well. He or she maximises corporate resources, makes sure that the plans, strategy, cultures, processes, structures, behaviour, rewards and organisational structure are aligned, and is continually learning and improving his/her own leadership.

### Rate your own leadership



What one change will improve your own leadership?

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