

## THE RELATIONSHIP BETWEEN OES AND PERFORMANCE OUTCOMES

\*Key Performance Outcomes....Linked to OES Competencies and Components

	CUSTOM SATISFACTION	PROFITABILITY	PRODUCTIVITY	EMPLOYEE RETENTION
	X	X		
	X	X		X
X		X		X
X	X	X		
X	X	X	X	
X	X	X		
		X		X

### Relational BEHAVIORS

#### LEADERSHIP

1. Achievement Driven
2. Trustworthy / Ethical
3. Empathetic
4. Cultivates Customer Relationships
5. Develops People
6. Promotes Innovation
7. Fosters Open Communication
8. Mobilizes Change Efforts
9. Resolves Conflict

TRUSTWORTHY/DRIVEN

EMPLOYEE/CUSTOMER RESPONSIVENESS

SOCIAL/LEADERSHIP SKILLS

X	X	X	X
		X	X
		X	X
X	X		X
X	X	X	X
X	X	X	X
	X	X	
	X	X	
	X		X
			X
			X
	X	X	X

#### PEOPLE

10. Clear Roles / Responsibilities
11. Adequate Work Environment
12. Job Training
13. Skills / Talent
14. Recognition / Praise
15. Relationships / Wellbeing
16. Influence / Impact
17. Teamwork / Collaboration
18. Career Growth Opportunities
19. Fair Salary
20. Satisfactory Benefits
21. Overall Employee Satisfaction

CLEAR ROLES JOB TRAINING

SENSE OF BELONGING/ CAREER GROWTH

EMPLOYEE SATISFACTION

\*Client Key Performance Outcomes data gleaned from:

<input type="radio"/>	3rd party validated Gallup and Willis Watson Research
X	Performance Dashboard's anecdotal case studies

	CUSTOM SATISFACTION	PROFITABILITY	PRODUCTIVITY	EMPLOYEE RETENTION
			X	
	X	X		
	X	X		
	X	X		

X	X		
X	X	X	X
		X	

## Operational PRACTICES

### STRATEGY

- 22. Inspirational Purpose / Mission } PURPOSE/ MISSION
- 23. Communicates Future Vision } VISION/GOALS
- 24. Identifies Strategic Goals } VISION/GOALS
- 25. Implements Action Plans } TACTICAL PLANS

### PERFORMANCE

- 26. Evaluates Customer Satisfaction } MEASURE & MONITOR PERFORMANCE
- 27. Helpful Performance Appraisal } MEASURE & MONITOR PERFORMANCE
- 28. Tracks Continuous Improvement } MEASURE & MONITOR PERFORMANCE

## Organization IMMUNE SYSTEM

### CHANGE READINESS

	X	X	
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- Leadership Willing to take action on results } WILLINGNESS TO CHANGE & IMPROVE

### DIVERSITY & INCLUSIVENESS

		X	
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- How well people's differences are blended to achieve goals

### VALUES GAP ANALYSIS DESIRED VS. CURRENT

X	X	X	
X	X	X	
X	X	X	
		X	
		X	
	X	X	X
	X	X	X
	X	X	X

- Efficiency } PRODUCTIVITY/ QUALITY/RESULTS
- Excellence } PRODUCTIVITY/ QUALITY/RESULTS
- Performance - No Excuses } PRODUCTIVITY/ QUALITY/RESULTS
- Tenacity } MOTIVATION/DRIVE
- High Energy } MOTIVATION/DRIVE
- Integrity } EMOTIONAL INTELLIGENCE
- Respect } EMOTIONAL INTELLIGENCE
- People Focus } EMOTIONAL INTELLIGENCE

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