

GOOD AFTERNOON  
STAKEHOLDERS OF  
AAIA



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Planting Performance Driven Seeds into Your  
Organizations Culture

- M.A.D.
- D.V.C.O.T
- W.I.T.
- W.I.N.
- B.A.B.L.
- FUN



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ATTITUDE & BEHAVIOR = HABITS → CHOICES

Mind

Heart

Determines Our Outcome in Life



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The **heart**- when a stakeholder does not feel cared about and uniquely valued, they don't put their hearts into their work or life.



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**"PRECIOUS" Resources**

- Time
- Energy
- **Customer**



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24 Hours / Day



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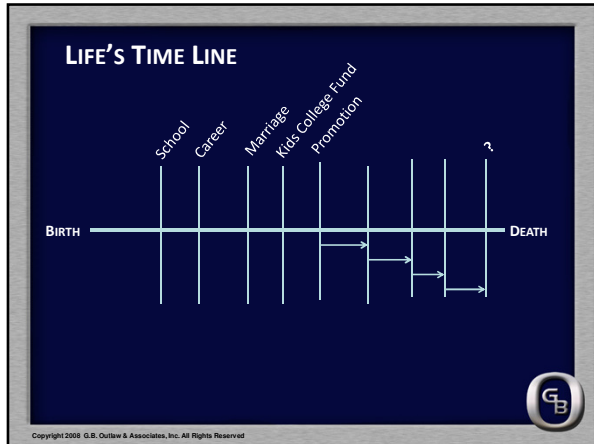
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**THE ROLE OF A LEADER** and the team is to deliver results day in, day out, relentlessly and consistently over a long period of time.

Delivering results is **oxygen** and it energizes an organization, builds confidence, and generates the resources needed to go keep climbing the "performance mountain."



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**Purpose**  
**People**  
**Performance**



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**PERSEVERANCE**  
**Purpose**  
**People**  
**Performance**

VISION  
KNOWLEDGE  
COMMITMENT  
PASSION  
COURAGE  
HUMILITY



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**Accountability**

A personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving the key performance indicators.



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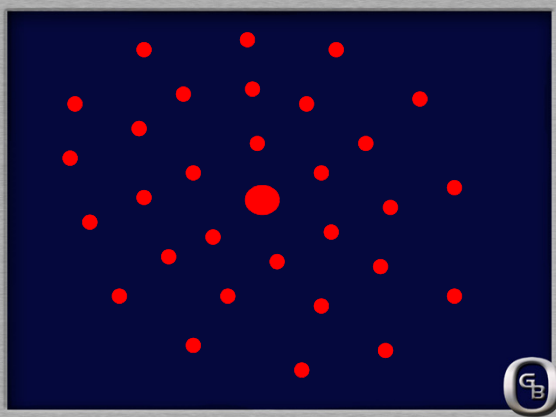
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As leaders, it is your duty and must be viewed as a privilege to keep a clear vision in front of your team at all times. Continued focus on your vision makes the difference between excellence and mediocrity. It promotes discipline in the trenches, where all challenges and obstacles are overcome.



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A team that is well focused on the vision is better prepared to deal with the daily wins and losses than a team merely headed in a general direction.



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Any member on the team that is unable to articulate the vision is a weak link in the chain. It's our role to ensure that no link in our chain is weak through a failure to understand the vision.



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**Accountability (cont.)**

This definition includes a **mind-set or attitude** of continually asking yourself, **What else can I do to rise above my circumstances and achieve the results that are required?**

This require a process of **seeing want must be done, taking ownership in what must be done, solving it, and making it happen.**



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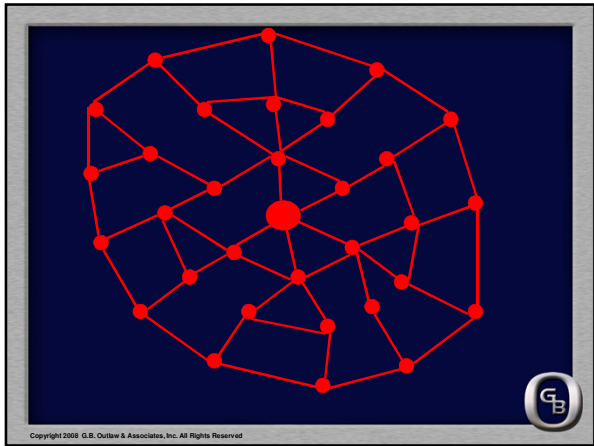
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**JOINT ACCOUNTABILITY**  
is when a team or stakeholders share ownership for performance and results of the organization.

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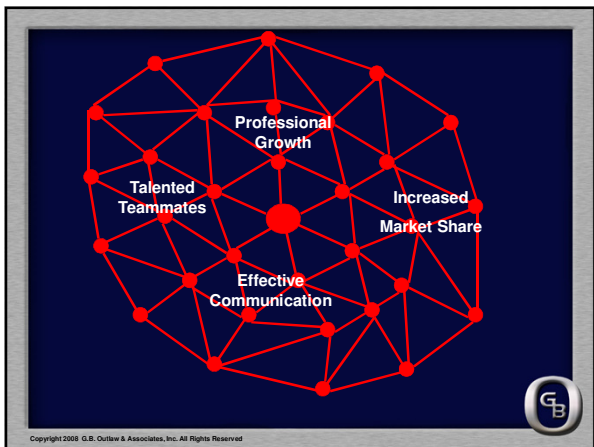
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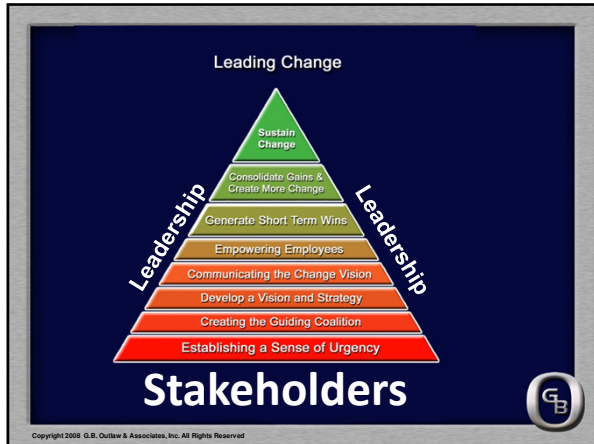
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**Natural Law**

“We are either **making** excuses or We are **making** progress, we can’t do both. Now, how will we be remembered each day?”

*Outlaw*

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\_\_\_\_\_ The \_\_\_\_\_

**The Performance Bar**

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Making Progress

WE ARE MAKING PROGRESS

The Performance Bar

WE BECOME AND THINK LIKE A VICTIM

Making Excuses



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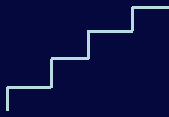
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Above the Bar is PROGRESS



The Performance Bar



Below the Bar are EXCUSES



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In Denial


It's not my job

Sits on the side lines

Cover their butt

Self serving

Below the Bar are EXCUSES



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**The**  
**Performance Bar**

**Excuses**



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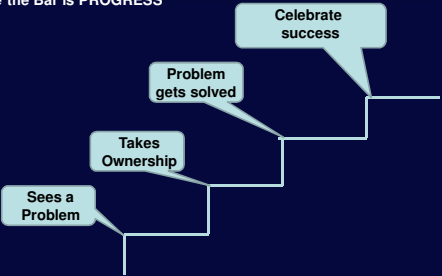
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Above the Bar is PROGRESS



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Above the Bar is PROGRESS

**Behaviors above the line**


- Accepts responsibility
- take ownership of situation
- Finds and implements a solution
- Having the courage and commitment to follow through

**The Bar**

**Behaviors below the line**

- No one acknowledges the truth
- Team members don't speak up
- Team members ignore problems
- Avoid accountability

Below the Bar are EXCUSES



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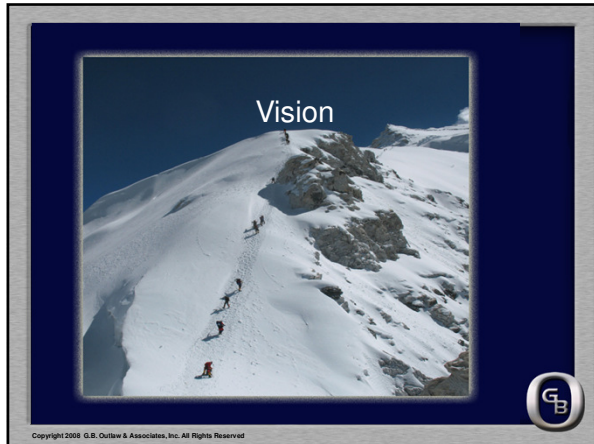
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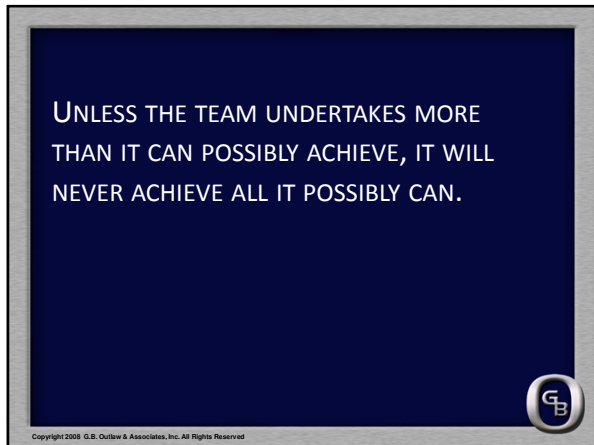
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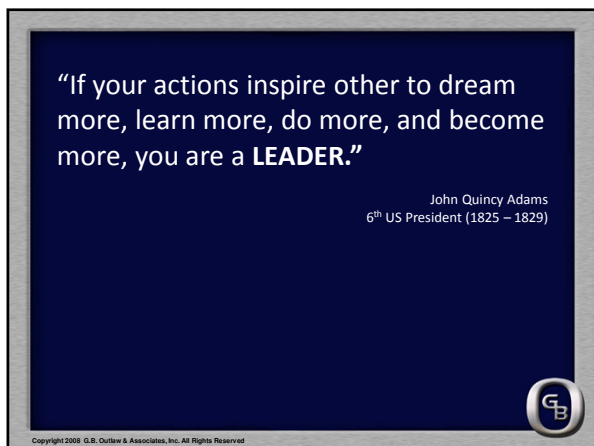
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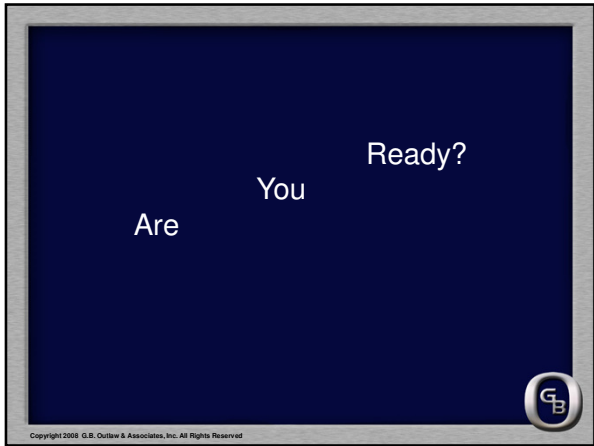
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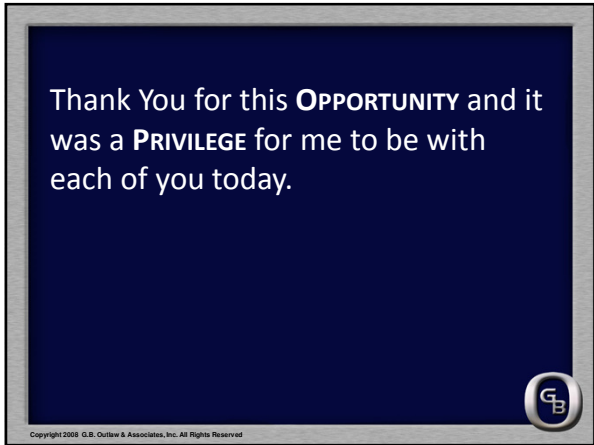
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