

OUTCOME ORIENTED LEADERSHIP

Does Accountable Equate to Count-on-able in Your Organization?

Many C-level executives ask us “How do I get strategy executed more effectively? My team lacks accountability – they consistently fail to deliver what I really need them to.”

Over our 25+ years of business experience we have seen many approaches to better execution come and go. We have kept our practice focused on fundamental elements of coordination, which have been present since people started doing business together. We help shape business cultures with competencies, leadership skills and processes required to reliably achieve “Count-on-able” results.

The Core of Outcome Oriented Leadership

Outcome Oriented Leadership has three elements at the center of its discipline, essential to successful execution:

1. Exceptional ability to listen; beyond words and content, for intent and underlying motivations. This enables executives to incisively stimulate effective conversations and generate authentic, reliable commitments for results.
2. Intentionally built relationships that are sufficiently deep and resilient to successfully handle the challenges encountered in achieving intended outcomes.
3. Effective coordination (Workflow) in all phases of work, allowing leaders to bring step change improvement in the effectiveness of their organizations, reducing waste and re-work, generating innovation and reliability in delivering the promised outcomes.

These three elements together differentiate higher performing organizations, where you can witness:

- Shifts in organizational performance - from unfulfilled requests to abundant proactive offers;
- Clear commitments - to delivering the outcomes/results rather than just performing activities; and
- Simple, pragmatic practices that can transform the way an organization executes and delivers.

Disciplined use of these elements will open leadership awareness and practices you can adopt to become a more effective advocate / champion for the performance of / in your organization.

What is Workflow?

The phases of work, in which coordination practices are strengthened and used, follow an observable pattern:

1. Clarity on the outcomes and roles required
2. Clear conditions for satisfactory completion - on-time and on-budget, delivering intended outcomes
3. Defined conversations and standards of performance for each phase of work, which create the basis for collaboration
4. Learning and continual improvements reinforce and strengthen relationship and the capacity to execute with each full use of the workflow process



Leading for Outcomes

Working with leaders, and often with their teams, we use a common set of distinctions tailored to each business situation. Leaders shift their organizations beyond “culture of accountability programs” to organizations which take pride in and **count on** consistent execution of commitments, and delivering reliable results.