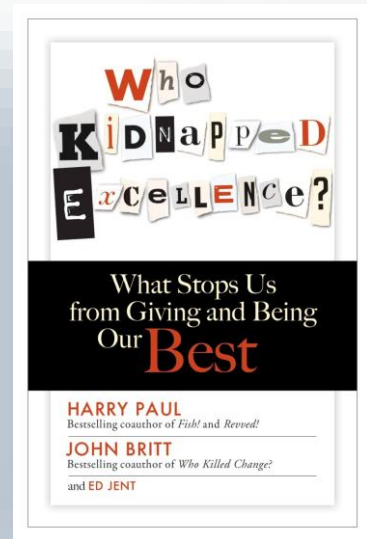


# Creating *A Culture of Excellence*

Presented by Harry Paul

Based on the book  
**Who Kidnapped Excellence?**



# Four Tenets of Excellence

Inside-out Proposition

Measured Against Your Best

There Is No Second Place

All Five Pillars Must Be Present

# Excellence's Team

## 1. Passion

*Inspires everyone with energy, enthusiasm and caring*

## 2. Competency

*Ensures everyone has all the skills needed to be their best*

## 3. Communication

*Clearly communicates roles and expectations*

## 4. Flexibility

*Helps us respond to unique situations whenever they occur*

## 5. Ownership

*Makes certain everyone gives their best and takes 100% responsibility for their jobs*

# Passion

*Create that zest inside us for life that causes us to smile even when circumstances are against us, to go that extra mile and to see our life and work as an opportunity, not something we have to 'get through'*

# Competency

*It's not just important in the technical aspects of our work and lives but is also important in our relationships with one another*

# Communication

*Perception is everything and perception is created by effective Communication. Communication respects that there is a delicate balance between listening and talking*

# Flexibility

*The only thing that remains constant is that everything changes. Flexibility understands this and helps employees deal with and manage these changes in a practical and professional manner*

# Ownership

*Is a personal value and competency that promotes the knowledge that we have power and influence when we accept our responsibilities. Even in the face of constraints and barriers, we have the choice to operate using our judgment*



# Average's Team

## **N. Difference**

*Continues to deflate passion*

## **N. Ept**

*Helps dumb down competency*

## **Miss Communication**

*Is always obfuscating communication*

## **N. Flexible**

*Constantly stiffens flexibility*

## **Poser**

*Disguises himself as ownership*



# N. Difference

*N. Difference's job is to destroy the zest for life inside of us*

# N. Ept

*N. Ept promotes the status quo in technical and interpersonal skills*

# Miss Communication

*Miss Communication is a master of the mixed messages that promotes confusion*

# N. Flexible

*N. Flexibility chooses policy and procedure over adaptability and common sense*

# Poser

*Poser simply wants to deceive and impress*

# ELEVATE your Excellence

- Examine Yourself
- Live with Passion
- Equip Yourself
- Verify & Clarify
- Accept Change
- Take Ownership
- Expect Improved Performance

# Creating *A Culture of Excellence* in Your Organization

*Do not accept average in your life. Begin your journey towards Excellence—to give and be your best!*