

# Building Organizational Excellence

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Institute for Organization Management



U.S. CHAMBER OF COMMERCE FOUNDATION

# Course Description

Excellent organizations begin with a determination to be the best.

When your board asks, “Are we the best?” know how to answer their question.

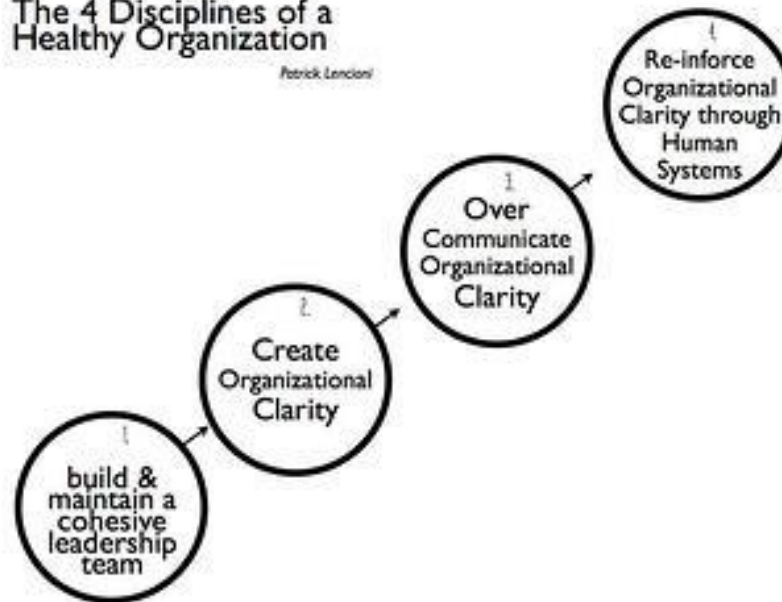


# The Four Disciplines Model

(characteristics of a successful organization)

## The 4 Disciplines of a Healthy Organization

*Patrick Lencioni*



# Discipline One

## Build and Maintain a Cohesive Leadership Team





# THE FIVE BEHAVIORS OF A COHESIVE TEAM™



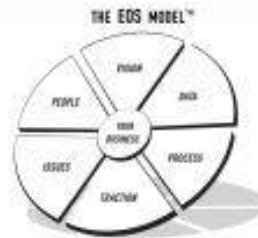




# Tools to Build Teams



# Discipline Two Create Organizational Clarity



## THE VISION/TRACTION ORGANIZER™

ORGANIZATION NAME: \_\_\_\_\_

### VISION

CORE VALUES	1. 2. 3. 4. 5.	3-YEAR PICTURE™
CORE FOCUS™	Purpose/Cause/Passion:  Our Niche:	Future Date: Revenue: Profit: Measurables: <u>What Does It Look Like?</u> • • • • • • • • • •
10-YEAR TARGET™	_____	
MARKETING STRATEGY	Target Market/The List:  Three Uniques: 1. 2. 3.  Proven Process:  Guarantee:	

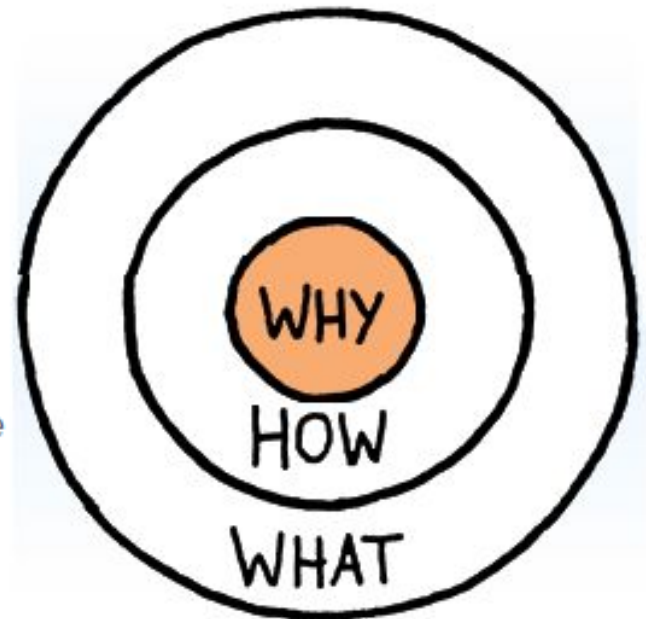


# How do YOU promote Organizational Clarity?



*What does that even mean?* To explain this concept, Sinek has developed what he calls the "Golden Circle," image pictured right. The golden circle has three layers:

1. **Why** - This is the core belief of the business.  
It's *why* the business exists.
2. **How** - This is *how* the business fulfills that core belief.
3. **What** - This is *what* the company does to fulfill that core belief.



# Back to Basics Checklist



**BC**

# Organizational Clarity





# Reinforce Clarity



## Level 10 Meeting

# Discipline Three

## Over-communicate

## Organizational

## Clarity

Good News	5 Mins
Scorecard	5 Mins
Rock Review	5 Mins
People Headlines	5 Mins
To-Do List	5 Mins
<i>Placeholder text for agenda item</i>	
<i>Placeholder text for agenda item</i>	
<i>Placeholder text for agenda item</i>	
IDS	60 Mins
<i>Placeholder text for agenda item</i>	
<i>Placeholder text for agenda item</i>	
<i>Placeholder text for agenda item</i>	
Conclude	5 Mins

# Discipline Four

## THE 4 DISCIPLINES FOR ORGANIZATIONAL HEALTH



### 1. Build and Maintain a Cohesive Leadership Team

Build trust, remove politics, and make efficient decisions



### 2. Create Organizational Clarity

Clarify what matters (and what doesn't) to minimize potential confusion



### 3. Over-Communicate Organizational Clarity

Repeatedly communicate key messages to align all employees



### 4. Reinforce Organizational Clarity thru' Human Systems

Build clarity into the fabric of your organization

# Power of Organizational Health

*The single greatest advantage any company can achieve is organizational health. Yet it is ignored by most leaders even though it is simple, free, and available to anyone who wants it.*

- Patrick Lencioni, [The Advantage](#)

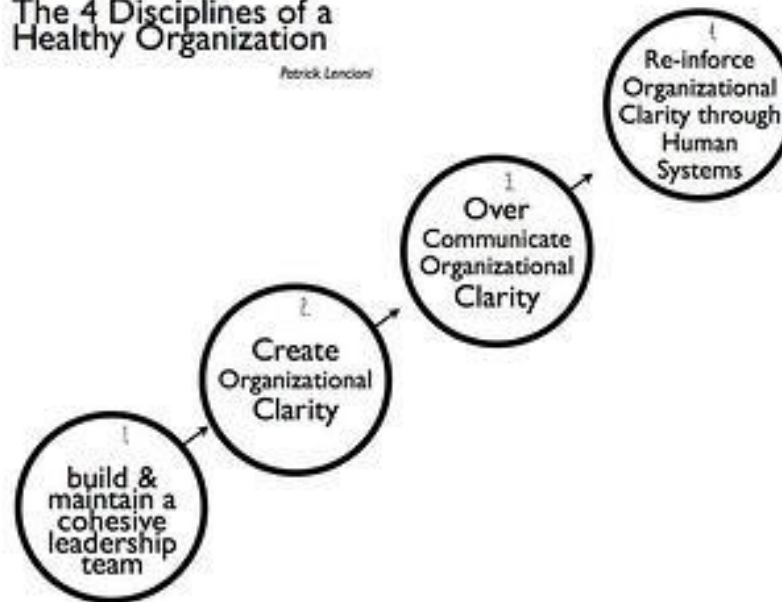


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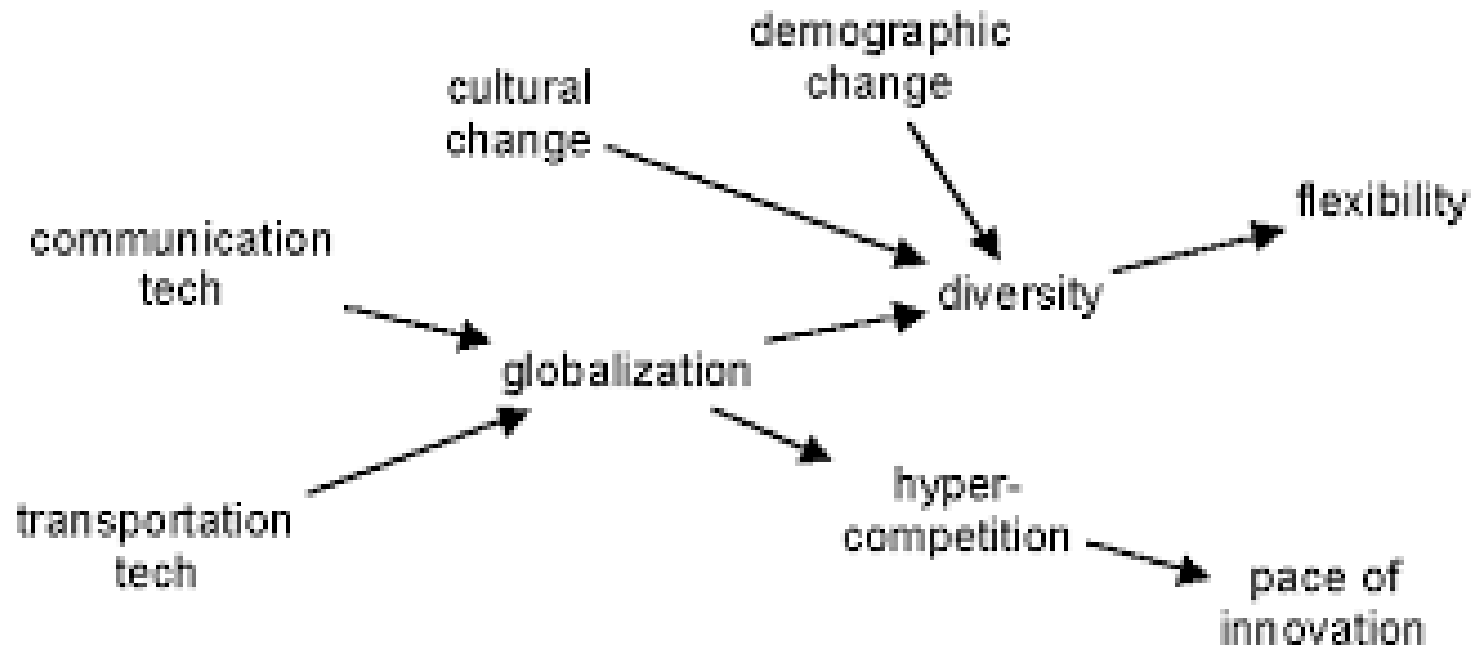
*Patrick Lencioni*



# Strategic Intention

- Vision of the Organization
- Finance
- Marketing
- Communications
- Development/talent
- Technology
- Governance

# Identifying Shifts in Trends



# Success vs. Mediocre

The pivotal difference between a successful organization and a mediocre or unsuccessful one has little, if anything, to do with what they know or how smart they are; it has everything to do with how healthy they are.

*Patrick Lencioni – The Advantage*



# Vision

What is the unique vision for your organization?

- ❖ Embrace
- ❖ Celebrate
- ❖ Leverage



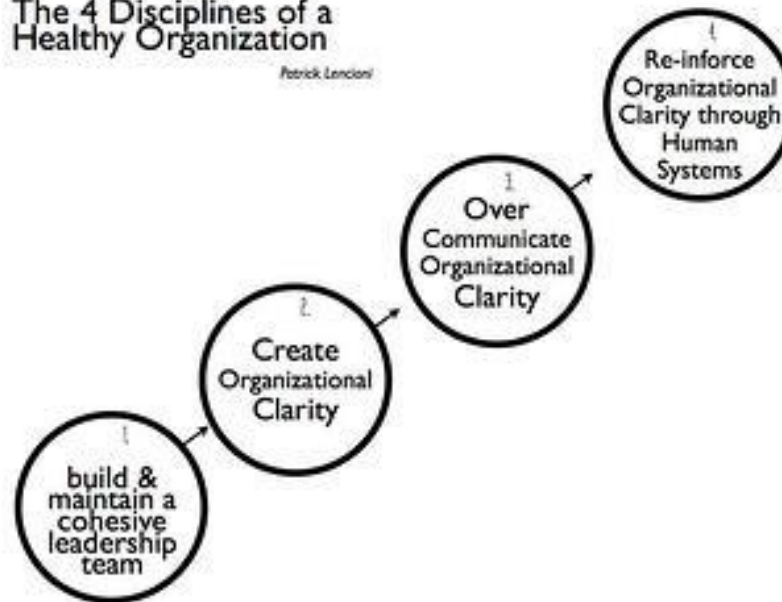


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# Suggested Reading Materials

- *Everyone Communicates Few Connect* by John Maxwell
- *The Advantage* by Patrick Lencioni
- *Five Dysfunctions of a Team* by Patrick Lencioni
- *The Winning Attitude* by John Maxwell
- *Discovering the Leader In You* by King, Altman, & Lee



# Where Do I Turn For Help?

- Association of Chamber of Commerce Execs
- Association Society of Association Execs
- U.S. Chamber of Commerce
- Council of Nonprofits
- Society for Nonprofits

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