



# red sprout co.

## Developing a High Performance Culture

Culture is how we do things.  
Having a high performance culture delivers 3x return to shareholders\* in organisational performance.

\* McKinsey & Company April 2018

### Where do we start?



#### What are our values?

Core to our organisation

#### Which behaviours underpin those values?

Communicate clearly



#### All of us aligned, common language

How we transition to the new culture

#### Measure where we are now

Understand why we're there now



#### What needs to change

Leaders and champions pave the way



### Tangible outcomes of a high performance culture

01

**Outstanding customer experience**  
Our people deliver customer centric value adding services, generating growth

02

**Our people's engagement**  
Our people being the best they can be and happy at work. Engagement scores up

03

**Attracting and retaining the best**  
Retention metrics are up, recruitment costs down. Internal referral program at peak

04

**Disrupting ourselves, innovate and improve**  
We are our own competitor, we are the best and the market leader in our industry

### What now?



#### Your vision

We get clarity on your end culture goals



#### Assess

We measure where you are now and where you want to be: gap analysis



#### Culture Strategy

We deliver the roadmap to get you there



#### Support leaders

We support your leaders and champions to implement the change

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