



A STAGED
LEADERSHIP
ROADMAP FOR
STRONG PEAK
PERIODS IN
BUSINESS.



THE PEAK PERFORMANCE RUNWAY

Stage Two | Prioritise & Plan

"Decide What Matters Most"

How to use this resource:

- 1 Print a copy for everyone** → Give a workbook to anyone who will contribute to preparing for your busiest period.
- 2 Reflect and prepare individually** → Work through the prioritisation matrix, identify what you believe will make the biggest difference, and prepare to share.
- 3 Come together** → Organise a leadership meeting to compare perspectives and agree on your priorities for the upcoming peak season. Then together, turn them into clear action plans for the months ahead.

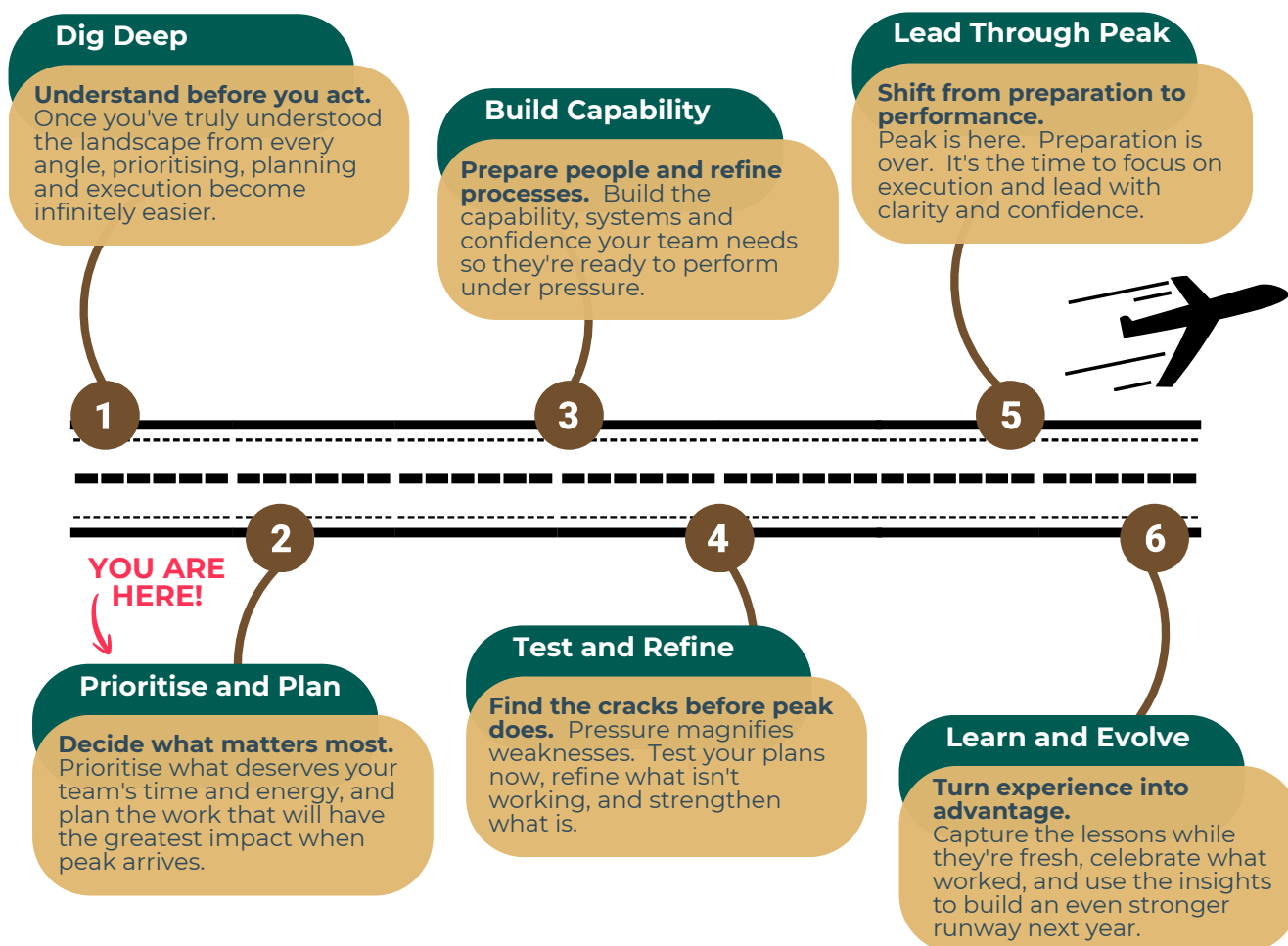
THE PEAK PERFORMANCE RUNWAY

The best peak periods are won long before peak begins.

The **Peak Performance Runway™** is a staged framework that helps leaders do the right work at the right time. It allows leaders and teams to build confidence, capability and momentum before the pressure arrives, so when peak begins, your focus is on leading, executing and performing - not scrambling to finish the preparation. The longer your runway, the smoother your take-off.

To apply to your context:

- **Stages 1-4** represent one month each, with each stage being the focus for that month. In total, you'll have a minimum 4 month 'runway' before peak begins.
- **Stage 5** represents your unique peak period (i.e 4 weeks, 8 weeks etc)
- **Stage 6** is a reflection meeting, ideally scheduled within one month after peak.





STAGE 2: PRIORITISE AND PLAN

DECIDE WHAT MATTERS MOST.

Choose where to focus your energy, what priorities are going to move the needle, and start preparing your people, systems and processes for success.

REVIEW YOUR JULY INSIGHTS AND PREPARE FOR YOUR LEADERSHIP MEETING.

Last month you gathered insights from every angle. Now it's time to get clear on what matters most, what can wait, and what will have the biggest impact.

By organising your insights into the buckets on the **Prioritisation Matrix**, themes will emerge and the winning priorities for your peak action plan will reveal themselves.



ELIMINATE THE NOISE.

Instead of simply organising *all* of your insights, use this as a filtering opportunity.

Some useful questions to ask yourself during this step are below.

Will this...

- ✓ Improve customer experience?
- ✓ Make life easier for our people?
- ✓ Reduce risk?
- ✓ Improve performance?
- ✓ Save time?
- ✓ Increase revenue?
- ✓ Strengthen culture?

Complete the following page, and arrive at your leadership meeting prepared to share.



PRIORITISATION MATRIX

RINSE AND REPEAT

It added value, was seamlessly executed, and delivered the desired results!

MAINTAIN, BUT MAXIMISE

It was good. It's needed. But it isn't perfected yet.

TRASH IT

It didn't add value and/or isn't needed. This is what we're *not* going to do.

NEW IDEAS

Innovative ideas that would make a difference!



LEADERSHIP MEETING

BEFORE THE MEETING....

Come prepared. Looking at your prioritisation matrix and be ready to share:

TOP 3 THEMES THAT HAVE EMERGED

-
-
-

TOP 3 OPPORTUNITIES

-
-
-

TOP 3 RISKS

-
-
-

MY #1 RECOMMENDATION - The one thing that will make the biggest difference:

DURING THE MEETING...

The goal of your leadership meeting is to completely map out your peak season preparation, and for everyone to walk out of the meeting knowing exactly what outcome you're chasing, what they own, and what to start actioning straight away.

AGENDA - As a team:

- Share your insights and themes from your prioritisation matrix.
- Decide together what are the TOP 3-5 PRIORITIES for the peak season ahead.
- Before locking them in, do the 'Reality Check':
 - *Do we have: Capacity? Budget? Capability? Time? Will it move the needle?*
- For each priority, map out the action plan on the following pages.



PEAK ACTION PLAN

PRIORITY # 1 :

Owner:

How will success be measured?

Possible obstacles and risks:

Systems/processes to be built or refined:

Best people to collaborate with:

Resources and budget required:

Training and capability needed:

ACTION STEPS	OWNERS	MILESTONES & DEADLINES



PEAK ACTION PLAN

PRIORITY #2 :

Owner:

How will success be measured?

Possible obstacles and risks:

Systems/processes to be built or refined:

Best people to collaborate with:

Resources and budget required:

Training and capability needed:

ACTION STEPS	OWNERS	MILESTONES & DEADLINES



PEAK ACTION PLAN

PRIORITY #3 :

Owner:

How will success be measured?

Possible obstacles and risks:

Systems/processes to be built or refined:

Best people to collaborate with:

Resources and budget required:

Training and capability needed:

ACTION STEPS	OWNERS	MILESTONES & DEADLINES



PEAK ACTION PLAN

PRIORITY #4 :

Owner:

How will success be measured?

Possible obstacles and risks:

Systems/processes to be built or refined:

Best people to collaborate with:

Resources and budget required:

Training and capability needed:

ACTION STEPS	OWNERS	MILESTONES & DEADLINES



PEAK ACTION PLAN

PRIORITY #5 :

Owner:

How will success be measured?

Possible obstacles and risks:

Systems/processes to be built or refined:

Best people to collaborate with:

Resources and budget required:

Training and capability needed:

ACTION STEPS	OWNERS	MILESTONES & DEADLINES