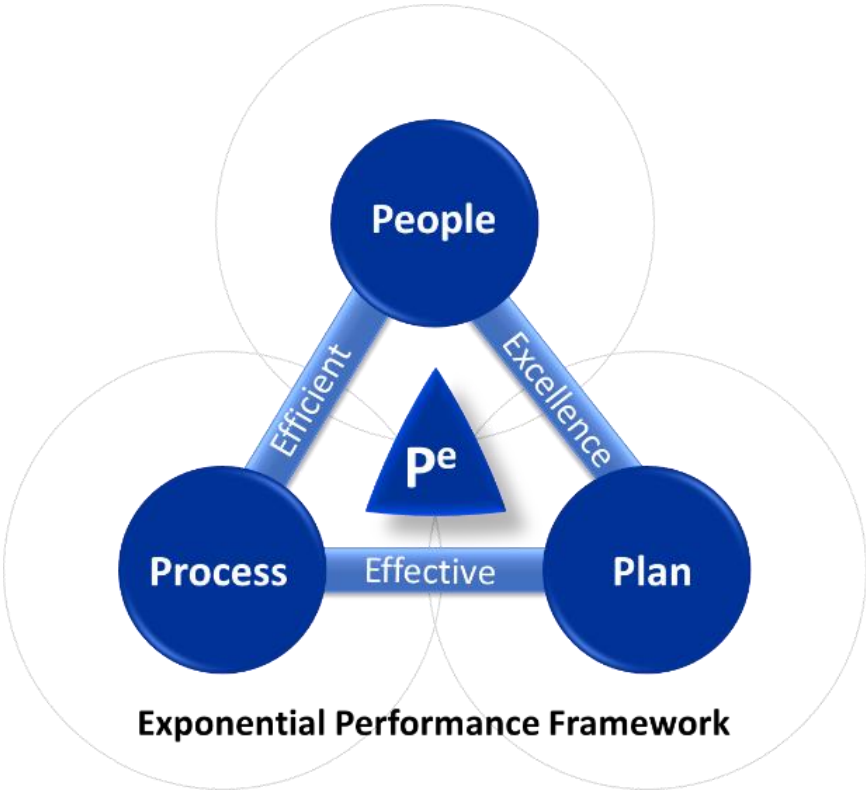


# Exponential Performance Business System

JANUARY 20, 2020

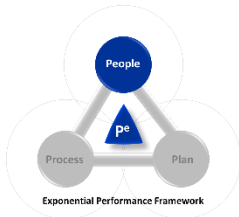
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Headwaters Consultants  
Authored by: Tim Humphrey

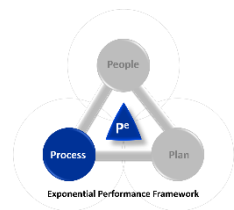


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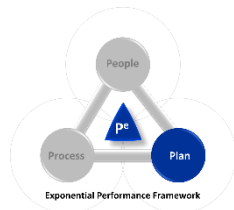
A summary of the exponential performance business system. Over the course of multiple years, in companies large and small across multiple industries we have learned that focusing on 3 critical areas and understanding the interactions between these areas drives performance in any business. Simply put, we have a back to basics approach focusing on **People, Planning and Process**, we will refer to these as the 3 P's to keep it simple. We work with you to get the 3 P's "right" for your business and your circumstances.



**People:** Getting the people "Right" is about more than hiring, performance management and organization charts. Getting this right is critical for success. To us this means you developing highly confident teams. It also means your teams are empowered with a clear understanding of how their work connects to the organizations purpose.



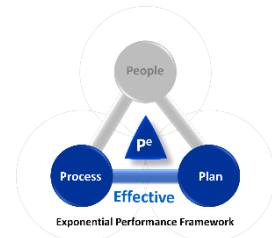
**Process:** Having the process "right" means you have selected identified those processes essential to your strategy. That your strategic processes are well designed and optimized. Operating a complex system requires many processes, we believe that some processes are strategic. It is the strategic processes that must be highly efficient and prioritized in your business.



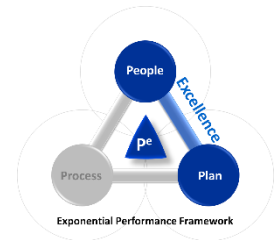
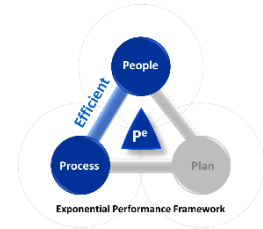
**Plan:** Getting the plan "right" mean that you strategy is well defined, with a clearly understood purpose. It can be communicated on one page and that strategic planning is a living process in your business. It also means you really understand your product roadmaps and have a good approach to selecting projects and managing investment.

We believe that getting the 3 P's right provides solid footing for delivering results. We also believe that each element on its own is necessary but that what matters is the system impact created by the interaction between the 3 P's. The interactions as we define them are Efficiency, Effectiveness and Excellence. We will explore how these elements are improved by focusing on the fundamentals.

- **Effectiveness** in our model means having a clear connection to positively impacting the results defined in your plan. Effectiveness is maximized when the plan and processes dimension is right.



- **Efficiency** means performing the value driving work in your business in ways that maximizes the impact of resources utilized. We work with you to define strategic processes and make these processes operate with speed and efficiency. When you focus on people working in well-designed strategically important processes you drive efficiency.
- **Excellence** in our system means outstanding performance, people doing higher quality work that is vital to your purpose. We help you connect everyone in your business to your strategic plan. When you get alignment between people and the plan you pave the way excellence.



This is the foundation of how we work with businesses to create significant improvement. We are certain getting these areas “right” will improve results. At Headwaters our purpose is bigger than just improvement, our purpose is helping you create something special. The approach we employ for that leap is Team Confidence. Through a personal journey of discovery on the Appalachian Trail and years studying great teams, specifically US military leadership and special forces training we have devised a system to help you build team confidence. We call this the Worden Team Excellence System. The system is named after the person who was the inspiration and reason for taking this journey and codifying what we learned. You can read that story and find more information about our approach in the downloads section of our website [www.headwatersglobal.com](http://www.headwatersglobal.com)

All combined these elements form the **Exponential Performance Business System**.

Our approach is unique in that we work closely with you to adapt this to your business and your culture. A critical lesson I learned though hiking the Appalachian Trail in 2019 comes from the saying “Hike Your own hike!” There is plenty of advice and no shortage of good ideas available to us. In the end it is your journey, and your situation that matters to you. We believe that you need to hike your own hike in your business. It is this fundamental principle that drives our belief that this system must be adapted to your specific needs. The principles we use are universal, but we recognize that your situation is unique. We work through highly a personalized engagement with a hands-on approach standing shoulder to shoulder with you to unlock the maximum value of your business. Thank you for taking the time to explore who we are at Headwaters Consulting.

Sincerely,

Tim Humphrey

