

# THE CULTURE EQUATION

The 7 Qualities of a High Performance Culture

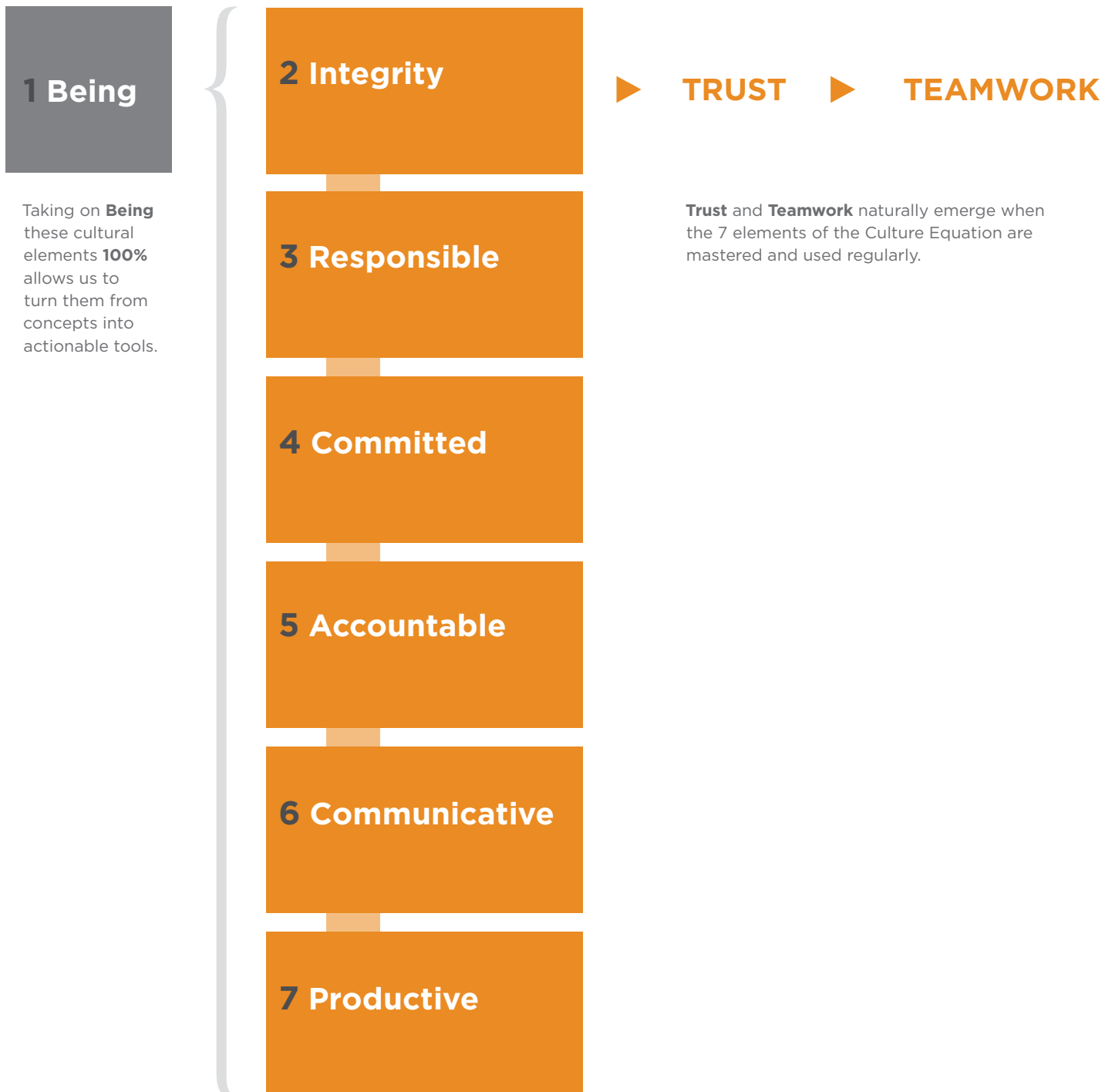
## Cheat Sheet

The TBC 90-Day-Game  
Proprietary TBC Consulting 2015



# THE CULTURE EQUATION =

Being 100% x (In-Integrity + Responsible + Committed  
Accountable + Communicative + Productive)



# 1 BEING

## Being at the Helm of Your Experience of Life

A state defined by a set of characteristics. When we consciously create who we are being in any moment we have a say in how we occur in and interact with the world around us.

### Default/ Unconscious



Start from **Being!**

### Chosen/ Conscious



In the **Default/Unconscious** mode, our results and experience of life stem from **our unconsciously chosen way of being** and are at the **affect of** the circumstances of life.

In the **Chosen/Conscious** mode, our results and experience of life are directly related to **our consciously chosen way of being**, and are **independent of** the circumstances of life.

## 2 IN-INTEGRITY

### Creating the Conditions for High-level Performance

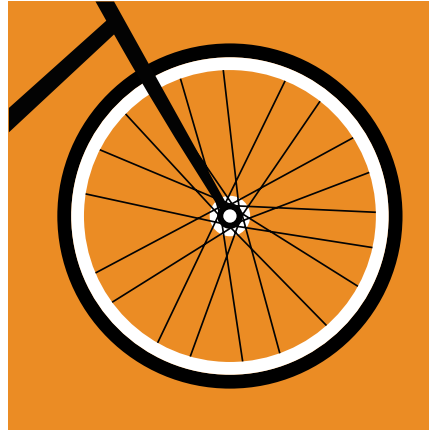
A state of wholeness. When things—individuals, teams, or equipment—are In-Integrity the conditions for high level performance are present. High level performance is necessary for a high performance culture.

#### Integrity is the wholeness or completeness of a system.

When **integrity is in** for a given system the conditions for **high level performance are present**.

When **integrity is out** for a given system the conditions for **high level performance are absent**.

Consider a bicycle wheel. When the air pressure is correct and all the spokes are tensioned properly - the conditions for high level importance are present (i.e. the wheel rolls easily).



#### Primary component of an individual's integrity = their word

When your **word is intact** your **integrity is in**, and the **conditions for high level performance are present**.

When your **word is broken** your **integrity is out**, and the **conditions for high level performance are absent**.

#### 5 Steps to bringing your word back intact

**1**  
**Be clear on** what you commit to.  
**Make sure** you are actually committed to producing result.  
**Have accountability structures** in place to support you in your commitment.

**2**  
As soon as you know **you cannot deliver** on what you committed to, **tell those affected**.

**3**  
**Get the impact of breaking your word** on those that you broke your word to.

**4**  
**Recommit with clear statement of the deliverable, expectations** for fulfillment, **willingness** to commit, **clear date** for completion, and **accountability structure**.

**5**  
**Learn from being out of integrity.**  
Do an **Even Better If Process** so that you up-level your ability to honor your word moving forward.

**“Give more POWER to your word by increasing the correlation between what you say you will produce, and what you actually produce.”**

# 3 RESPONSIBLE / 4 COMMITTED / 5 ACCOUNTABLE

## The Power Trio of a High Performance Culture

Responsibility, Commitment and Accountability are inextricably related. Taking on being 100% responsible, committed and accountable for all areas of your life gives you the power to have it the way you want it in all areas of your life. In any area of your life that you give up being 100% responsible, committed and accountable, you become powerless in that area.

### Responsible

Having the ability to respond to something.

### 5 Steps to being 100% Responsible

- 1 Identify something that is not working** in your role at work or in your life.
- 2 Declare if you are willing** to be 100% responsible.
- 3 Identify what you want** rather than focusing on what you do not want.
- 4 Write down where you are stopped** and strategize how to get unstopped.
- 5 Layout the steps** to take to move toward what you want, and take steps in that direction.

Being 100% responsible = being unstopped

### Committed

Giving of one's word to or putting oneself behind something.

### 3 Steps to being 100% Committed

- 1 Be clear on the deliverable**, who is responsible for it, set clear expectations, and have an agreed on due date.
- 2 Get enrolled** - enrollment increases chances for a quality result. If not enrolled, inquire why, and take steps to remove blocks to enrollment.
- 3 Give your word** to producing the result at the level expected on the date agreed to.

Being 100% committed = being clear + being enrolled + giving word

### Accountable

Having the ability to account for something.

### 4 Steps to being 100% Accountable

- 1 Capture the deliverable**, including clear articulation, expectations for completion, who is responsible, and due date.
- 2 Establish who you are accountable to** for fulfilling on the deliverable.
- 3 Make sure they are willing to hold you to account...** and that **you are willing to be held to account.** Don't resist when being held to account.
- 4 Accountability partner must skillfully hold the other to account.**

Being 100% accountable = having structures + being willing

“Put yourself in the driver's seat of your life.”

# 6 COMMUNICATIVE

## Skillful Space, Skillful Speaking, and Skillful Listening

It is only through skillful communication that we can collaborate to produce great results and draw each other into the highest version of ourselves. Our definition of “communicative” is having the 3 qualities of Skillful Communication which consists of Skillful Space, Skillful Speaking, and Skillful Listening. Mastering skillful communication is essential to mastering the other elements of a high performance culture.

### Skillful Space

Be clear on the purpose or context of the conversation.

It can be to vent or clear, resolve or solve a problem, or brainstorm back and forth.

**Before the start of a conversation or even in the middle of a conversation, create the purpose or context.**

**This can look like:**

“Hey, do you have a minute for me to clear?”

“I would like your input on a problem I am having.”

“I need to clear for a minute and then would love to brainstorm something with you.”

### Skillful Speaking

There are 4 key elements to Skillful Speaking.

**The 4 elements of Skillful Speaking.**

- 1 Use “I” statements.** Saying “you do this..” creates blamey, shamey, and complainey context.
- 2 Be brief and clear.** Make your points brief, clear and concise and check-in with listener.
- 3 Speak calmly / pay attention to your non-verbal cues.** Body language speaks louder than words.
- 4 Never criticize, blame, or analyze others.** It sets up an adversarial dynamic to the conversation.

### Skillful Listening

There are 4 key elements to Skillful Listening.

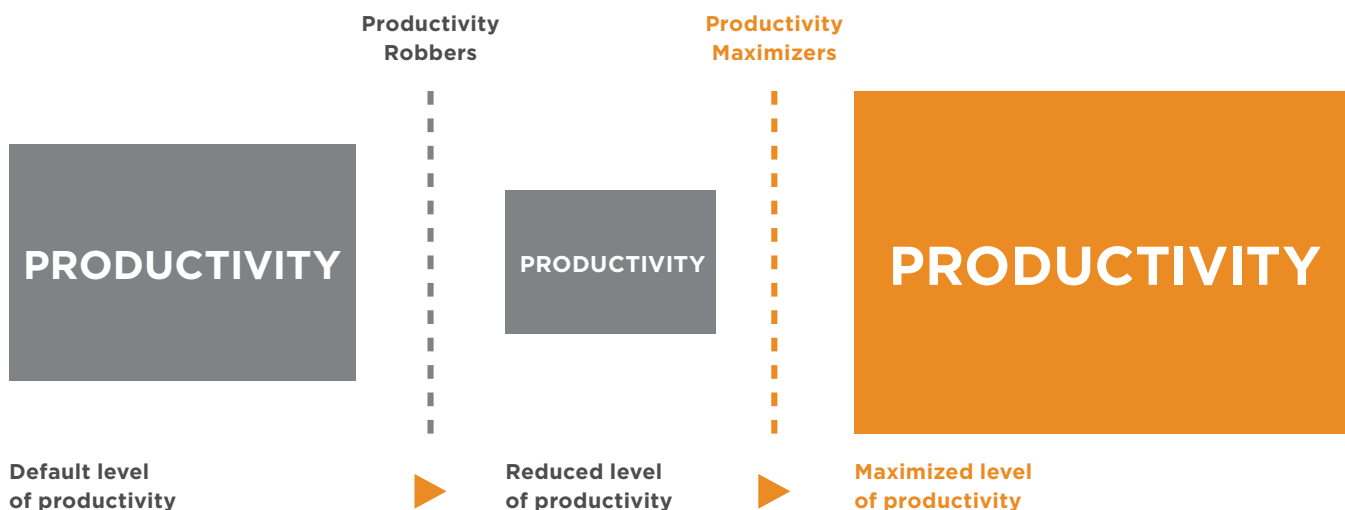
**The 4 elements of Skillful Listening.**

- 1 Mirror.** Give the speaker back what you heard so you know if you heard them right.
- 2 Validate.** Stand in the speaker’s shoes and try to see and experience their point of view.
- 3 Empathize.** Get the speaker’s emotional experience by saying “I can see how you would feel that.”
- 4 Is there anything else?** Ask if there is anything else - do the above 3 steps until nothing left.

# 7 PRODUCTIVE - PRODUCTIVITY ROBBERS & MAXIMIZERS

## Your Access to Sustainable Maximized Performance

Maximize your level of sustained productivity by identifying when you are in the grey zone, multitasking, or being interrupted, and then being proactive about removing or reducing these productivity robbers.



## Be Proactive instead of Reactive...

In Stephen Covey's "Seven Habits of Highly Successful People", he talks about **being proactive** versus **being reactive**.

**In being reactive, you are waiting for someone or something to trigger you into action.**

You reactively wait for an email, a text, a phone call, or some other distraction with information that is going to trigger you into action. Being reactive is like being pulled around on a leash.

**In being proactive, you are in charge of how you direct your time, energy and attention.**

You proactively create the conditions within which you can be maximally productive in a sustainable way - even in the face of lots to do and interruptions.

## How to get rid of Productivity Robbers and get Maximizers

The three main culprits to sustainable productivity and what to do about them—Be Proactive!

### 1. Operating in the Grey Zone:

Block your day—work time, meal time, health time, refresh time.  
Do the 3 breath process (nose-mouth-nose) to get re-centered.

### 2. Multitasking: be enrolled in delivering on those.

Keep a running list of things that lend themselves to multitasking.  
Schedule blocks in your calendar to proactively multitask.  
Do as an energy boost when you are low in energy or having difficulty focusing.

### 3. Interruptions:

Let people know you will be scheduling interruptions and not available all the time.  
Be proactive about interruptions with email messages, phone messages, signs on door, etc.