

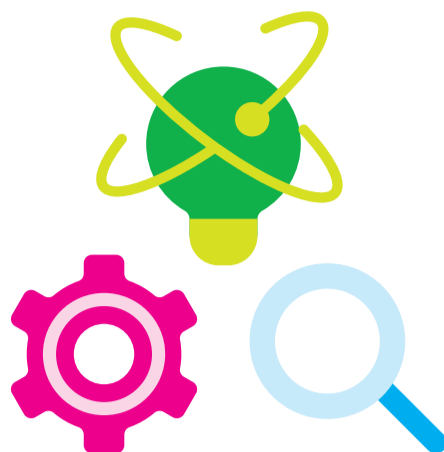
Best Practices for Building a Culture of Performance

Managers today are overwhelmed and stressed out with little time for work-life balance. **Only 1 in 4 managers** strongly agree that they're able to maintain a healthy work-life balance.

How can learning and development (L&D) help?

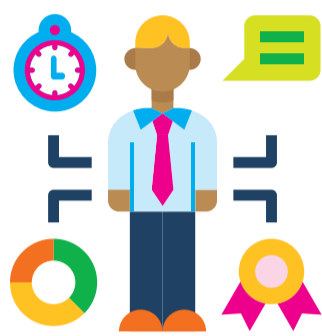
Learning leaders can foster a **culture of performance**—an environment where employees feel empowered and motivated, taking accountability for their own growth and development.

This shift in responsibility from management to employees unlocks creativity and innovation, allowing individuals to reach their full potential.



Let's explore best practices for building a culture of performance.

Build Performance Leaders



To build a culture of performance, managers must become performance leaders—providing the skills and knowledge necessary for employees to excel.

Performance leadership influences employees to find purpose in their work and drives results.

Empower Employees to Own Their Performance

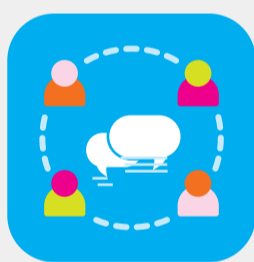


Managers need to set clear goals, identify strengths, build motivation and provide feedback and coaching to cultivate a culture where everyone takes accountability for their contributions.

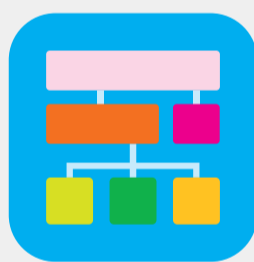


Helping employees identify their strengths empowers them to step confidently into their role as a leader, significantly impacting team collaboration, innovation and productivity.

Establish a Common Language



Employees need a common language to initiate performance conversations and enable effective communication among team members.



Frameworks like **DiSC®** or the **Situational Leadership® Model** provide a structure for assessing performance and removing biases from conversations.

Create Healthy Dialogues

Asking the right questions is crucial for healthy dialogue. Learning leaders should implement a framework for asking the right questions to help managers and employees clarify understanding, improve confidence, address concerns and encourage the sharing of ideas.

Powerful questions for leading performance:

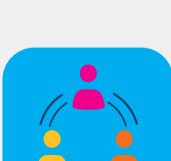
- “What would improve your confidence on this task?”
- “What are your biggest concerns on this task?”
- “I’m glad you’re excited to work on this task. What do you know about it?”
- “What do you need, if anything, from me?”



Employees also need a framework of questions to take **ownership** of their performance and lead these conversations effectively.

Powerful questions for owning performance:

- “I’m not sure where to start. Can you provide more specifics about the process?”
- “This is completely new to me. Are there any examples I can reference?”
- “I’m excited about this opportunity, and I have some ideas. Is it a good time to share my thoughts and get your feedback?”
- “I have a lot of experience with this. How should I keep you informed?”



L&D plays a crucial role in building a culture of performance. By empowering employees, providing the necessary skills and knowledge and establishing effective communication frameworks, L&D can create an environment where individuals drive their own performance.