

# Creating a High Performance Culture

## High Performance Environment Quotient

The work environment we create is critical to high performance. A recent global study of more than 3000 knowledge workers – the study, the largest and most in depth of it's kind, conducted by the Centre for High Performance identified a global standard for high performance based on 45 work environment attributes. Workgroups that scored high on these attributes not only made money for their companies and drove innovation; they also were “talent magnets” for the best and brightest.

15 of these environmental attributes together provide a portrait of the high-performance work environment.

To see how your work environment compares against the benchmark identified in the global study, please rate the following environmental attributes from the perspective of your own workgroup. By workgroup we mean the people with whom you work on a regular basis to serve clients (external or internal) and fulfill shared objectives.

**Please rate each attribute below on a scale of 0 through 10.**

0 means that the attribute does not describe your workgroup at all, 10 means it describes your workgroup perfectly, and 5 is a neutral score.

High Performance Environment Attributes	Not at all ←———— Neutral —————→ Definitely										
1. People in the group feel valued	0	1	2	3	4	5	6	7	8	9	10
2. It is fun to be part of this group	0	1	2	3	4	5	6	7	8	9	10
3. The group makes use of the highest and best talents of its employees	0	1	2	3	4	5	6	7	8	9	10
4. The group works to retain the best people	0	1	2	3	4	5	6	7	8	9	10
5. People understand how their work fits the goals of the group	0	1	2	3	4	5	6	7	8	9	10
6. Our group leader promotes high performance by his/her example	0	1	2	3	4	5	6	7	8	9	10
7. Important information about the state of the business is shared with everyone	0	1	2	3	4	5	6	7	8	9	10
8. The group continually looks for ways to work more efficiently	0	1	2	3	4	5	6	7	8	9	10
9. Information is freely exchanged in the work group	0	1	2	3	4	5	6	7	8	9	10
10. Our work group turns problems into opportunities	0	1	2	3	4	5	6	7	8	9	10
11. New Ideas are constantly sought	0	1	2	3	4	5	6	7	8	9	10
12. Learning is rewarded	0	1	2	3	4	5	6	7	8	9	10
13. The group adapts quickly to changes in the environment	0	1	2	3	4	5	6	7	8	9	10
14. New ideas are tried	0	1	2	3	4	5	6	7	8	9	10

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15. Mistakes are seen as opportunities to learn                      0   1   2   3   4   5   6   7   8   9   10

Now that you've rated the attributes, fill out the following table, which will provide a snapshot of how your work environment compares with the work environment of high-performance workgroups.

- Fill in your score for each attribute
- Subtract your score on each attribute from the global benchmark provided in the third column
- Average all your scores, by adding up the total and dividing by 15
- Subtract your average from the benchmark average provided in the third column
- Examine the individual gaps and the average gap

High Performance Environment Attributes	Your Score	Global Benchmark (GB)	Your Score minus GB
1. People in the group feel valued		7.01	
2. It is fun to be part of this group		7.43	
3. The group makes use of the highest and best talents of its employees		7.03	
4. The group works to retain the best people		7.05	
5. People understand how their work fits the goals of the group		7.38	
6. Our group leader promotes high performance by his/her example		7.24	
7. Important information about the state of the business is shared with everyone		7.12	
8. The group continually looks for ways to work more efficiently		7.14	
9. Information is freely exchanged in the work group		7.4	
10. Our work group turns problems into opportunities		6.69	
11. New Ideas are constantly sought		7.31	
12. Learning is rewarded		6.49	
13. The group adapts quickly to changes in the environment		7.15	
14. New ideas are tried		7.20	
15. Mistakes are seen as opportunities to learn		6.82	
	<b>Your Average Score (YAS)</b>	<b>Average Global Benchmark (AGB)</b>	<b>YAS minus AGB</b>
		7.10	

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