THE PERFORMANCE ADVANTAGE

From insight to action: practical tools to improve performance when it matters most.

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HOW TO USE THIS WORKBOOK

High performance isn't created by knowing more.
It's created by consistently doing the things that matter most.

This workbook is designed to help you take the ideas from today's keynote and apply them to your own performance.

REFLECT

Capture the ideas that challenge or reinforce your thinking.

APPLY

Connect the principles to your own role, team and current challenges.

COMMIT

Identify the actions and behaviours that will make the greatest difference to your performance.

YOUR PERFORMANCE CHALLENGE

Before We Begin

What result are you currently trying to achieve?

What is getting in the way of achieving it?

What would you need to do more consistently to improve your performance?

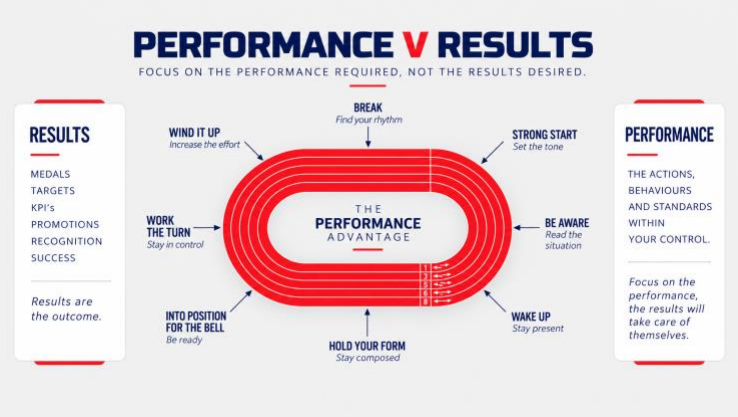
How consistently are you currently delivering the performance required?

1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10

Inconsistent ←——————————→ *Consistently at my best*

PERFORMANCE V RESULTS

The result gives you direction. The performance is what you must deliver.



RESULT
What are you trying to achieve?

↓

PERFORMANCE REQUIRED
What must you consistently deliver to give yourself the best chance of achieving it?

↓

BEHAVIOURS
What does that performance look like in practice, every day?

↓

REVIEW
How will you know whether you are delivering it — and what needs to improve?

↓

"I broke the world record when I stopped chasing the world record and focused on delivering the race."

The world record was the result.
My job was to deliver the performance required to achieve it.

BUILD YOUR PERFORMANCE PLAN

Start with the result. Then define the performance required to achieve it.

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1. MY RESULT

What am I trying to achieve?

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2. THE PERFORMANCE REQUIRED

What are the key things I need to consistently deliver to give myself the best chance of achieving this result?

1. _____
2. _____
3. _____
4. _____
5. _____

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3. THE BEHAVIOURS

The three behaviours I need to consistently demonstrate.

1: _____

2: _____

3: _____

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4. REVIEW

How will I know whether I am delivering the performance required?

How often will I review it?

Daily / Weekly / Monthly / Other: _____

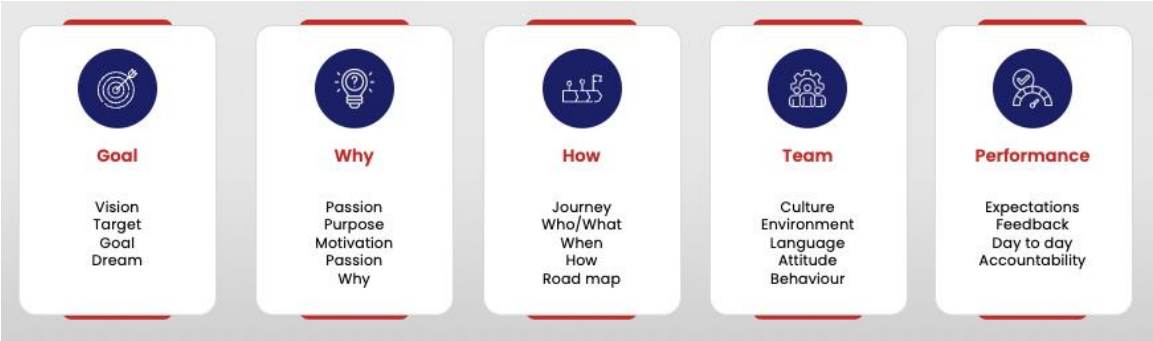
Am I spending more time worrying about the result, or improving the performance that creates it?

You can't execute a result. You can only execute the performance required to achieve it.

THE 5 PILLARS OF PERFORMANCE

High performance doesn't happen by accident; it is built deliberately.

The Five Pillars provide a simple framework for creating the clarity, environment and behaviours required to perform consistently.



GOAL — Where are we going?

Define the result. Be clear about what you are trying to achieve and what success looks like.

WHY — Create commitment.

Understand why the goal matters to you, your team and the people you serve.

HOW — Build the roadmap.

Identify the priorities, actions and milestones required to move from where you are to where you want to be.

TEAM — Create the environment.

Identify the people, relationships and culture that will support, challenge and elevate performance.

PERFORMANCE — Define the standards and behaviours.

Be clear about what good performance looks like day-to-day and the standards you are prepared to hold yourself and others accountable for.

BUILD YOUR FIVE PILLARS

Take one important goal and build the conditions required to achieve it.

1. GOAL
Using the result you identified in your Performance Plan, build the conditions required to achieve it.

2. WHY
Why does achieving this matter?

3. HOW
What are the three most important things I need to do?

1.
2.
3.

4. TEAM
Who do I need around me to support, challenge or elevate my performance?

5. PERFORMANCE
What standards and behaviours must I consistently deliver?

NON-NEGOTIABLES

High performance is built on the standards you are prepared to live by.

TEAM NON-NEGOTIABLES
What are the standards your team will commit to?

The behaviours that will help you:

- Deliver consistently
- Communicate effectively
- Hold each other accountable
- Support one another under pressure
- Protect the culture you want to build

Our three team non-negotiables

1. _____

2. _____

3. _____

Culture isn't what you write on a wall.
It's the behaviours you are prepared to accept, challenge and reinforce every day.

INDIVIDUAL NON-NEGOTIABLES
What are the personal standards you will hold yourself to?

Think about:

- How you show up
- How you prepare
- How you respond to setbacks
- How you communicate
- How you take ownership of your performance

My three personal non-negotiables

1. _____

2. _____

3. _____

THE TEST

Would I still hold myself to these standards on the difficult days?

CREATE YOUR TEAM CODE

Turn values into behaviours your team can live by.

A team code should be simple, memorable and behavioural.

How do we agree to work together when we are performing at our best?

STEP 1 — Choose your power word or acronym.
What one word, phrase or acronym could represent the team you want to become?

Our word: _____

STEP 2 — Define what it stands for.
For each letter or element, identify the principle that matters.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

STEP 3 — Turn each value into a behaviour.
Don't just write what you believe. Define what people should actually see.

Example:

Accountability

Weak: *We value accountability.*
Strong: We do what we say we will do, and we challenge each other when we don't.

Our behaviour:

STEP 4 — Make it accountable.
How will we reinforce this when things are going well and challenge it when they're not?

A team code only has value if it shapes behaviour when it matters most
OWN YOUR PERFORMANCE

THE PERFORMANCE TRIANGLE

TALENT
What strengths and skills will make the biggest contribution to your success?

HARD WORK
What are you consistently prepared to do that others may not be?

GUIDANCE
Who will challenge your thinking, give you honest feedback and elevate your performance?

High performance starts with understanding what you bring, what you are prepared to do, and who can help you improve.

TURN INTENTION INTO ACTION

RESPONSIBILITY
What is within my control that I need to take ownership of?

ACCOUNTABILITY
How will I make sure I follow through on what I commit to?

CONSEQUENCE
What result are my current behaviours creating?

You may not control the result.
You always control how you respond and what you do next.

WHAT IS YOUR 1% BETTER?

High performance isn't always about doing more. Sometimes it's about identifying the small change that makes the biggest difference.

0.25 seconds every 12 weeks.
Small enough to feel achievable. Significant enough to change the result.

MY PERFORMANCE COMMITMENT

THE RESULT
What am I working towards?

MY 1% / 0.25 SECOND BETTER
What is the one improvement that would make the greatest difference to my performance?

THE BEHAVIOUR
What will I do differently and consistently?

START
What do I need to start doing?

STOP
What do I need to stop doing?

SUSTAIN
What is already working that I need to keep doing?

ACCOUNTABILITY
Who will help hold me to this commitment?

FIRST ACTION

What will I do in the next 24 hours?

MY COMMITMENT
From today, I commit to:

Review date: _____

Focus on the performance required. The results will follow