

# **The Five Star Approach to High Performance**

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Anyone aspiring to be leaders in their industry can benefit from utilizing the *Five Star Approach* for building a high performance organization. This model utilizes a comprehensive, balanced approach to boosting performance by focusing on five critical elements: **Strategy, Structure, Processes, People, and Rewards.**

**Strategy** compels leaders to:

- Clearly identify the organizational vision and values
- Establish visible performance objectives and standards
- Identify target customers and product branding
- Identify and form alliances with all organizational stakeholders
- Outline plans for future growth

**Structure** takes into account:

- The organizational hierarchy and delineation of responsibilities needed to support future growth
- Policies and procedures currently maintained and distributed to pertinent individuals
- Functional departmental assignments and a clear flow of communication in all directions
- Clearly outlined job descriptions and skills requirements

**Processes** assure that systems are in place to ensure accountability at all levels including:

- Leaders to subordinates
- Subordinates to leaders
- Peer to peer
- Team to team
- Organization to customers

**People** oriented organizations:

- Match the “right” people with the “right” knowledge and skills to the “right” job
- Create opportunities for individual growth
- Understand the phases of team development and the power of focusing on “we” rather than “me”

**Rewards** should be:

- Based on value-added contributions to the organization
- Fairly and appropriately distributed

- Motivational for employees rather than de-motivational

In a world where competition is growing fiercely and technology is changing by the nanosecond, leaders are struggling to find a delicate balance between the interest of the corporation, the interest of workers, and the interest of the community. To sustain long-term success great leaders must build a values-driven corporate culture that supports and encourages all employees to tap into their deepest levels of productivity, creativity, and innovation. Every job must be transformed into a personal mission.