LEADERSHIP
Describe the culture of your organization? What are the characteristics of your organizational culture and how do leaders and the organization create and reinforce that culture?

COMMUNICATION
How do leaders ensure effective two way communication to all levels of staff and as appropriate to key partners and stakeholders and customer groups?
The Leadership System

DEVELOPMENT SYSTEMS
How effective are the means and methods used to deliver your organization’s products and services? How can senior leaders create an environment for innovation and intelligent risk taking to enable innovation.

HUMAN PERFORMANCE
How does your organization recruit, select, train and onboard leaders? How do senior leaders participate in succession planning and the development of future organizational leaders?
The Leadership System

**METRICS**
How do leaders take a direct role in motivating the workforce toward high performance? How do leaders create an environment for organizational agility?

**ACCOUNTABILITY**
How do leaders set expectations for organizational performance and demonstrate personal accountability for the organization’s actions?
The Leadership System

**Leadership**
Articulating the vision/strategy, defining the culture, and committing to the results the organization needs to thrive

**Metrics**
Using a common set of measurements to track operations, opportunities, and improvements

**Accountability**
Building an environment where individuals and teams deliver on their commitments

**Human Performance**
Selecting, retaining, and developing the right people

**Communication**
Providing the organization with an effective exchange of information

**Delivery Systems**
Developing and implementing the means and methods used to deliver products and services