



***Inciting Business Excellence*** *Presenter: Dave Day, Founding Partner* **90 mins**

## **Part 1. Business Excellence**

- Business Excellence - Definition and Difference
- Inciting Business Excellence - A True Story

## **Part 2. Leading Business Excellence ‘Success as One’**

### **1. Seeing the ‘Business Excellence Opportunity’**

- A. A Belief/Place in the World, A Vision, A Purpose/Mission
- B. WWF, IF, Competitive Strategy
- C. Planning Differentiating Capability(s)/Abilities
  - People, Roles, Processes, Technology, Measures, Rewards

### **2. Leading Execution - Being ‘In the Moment’- Achieving Excellence, Every Time**

- A. Basics - ‘A’ Comm, Brain, Values, Basic Needs then Acts to Adapt
- B. Language Triggers Self-Motivated Intensity Level
  - Positive Attitudes, Goal setting Behaviour, Confidence
- C. Unique Talents Predetermine Role Performance
  - Skills/Knowledge Flexibility, Actions and Results

## **Part 3. Leading Your ‘Business Excellence’ Project**

- A. Storied, Big Picture Introduction
- B. Ongoing, Reliable Business Excellence Performance Measures
- C. Team, Individual Updates -‘BusExR’s, FCN’s, Challenges, Next Steps

## **Part 4. Wrap Up**

- Questions
- Takeaways for Monday