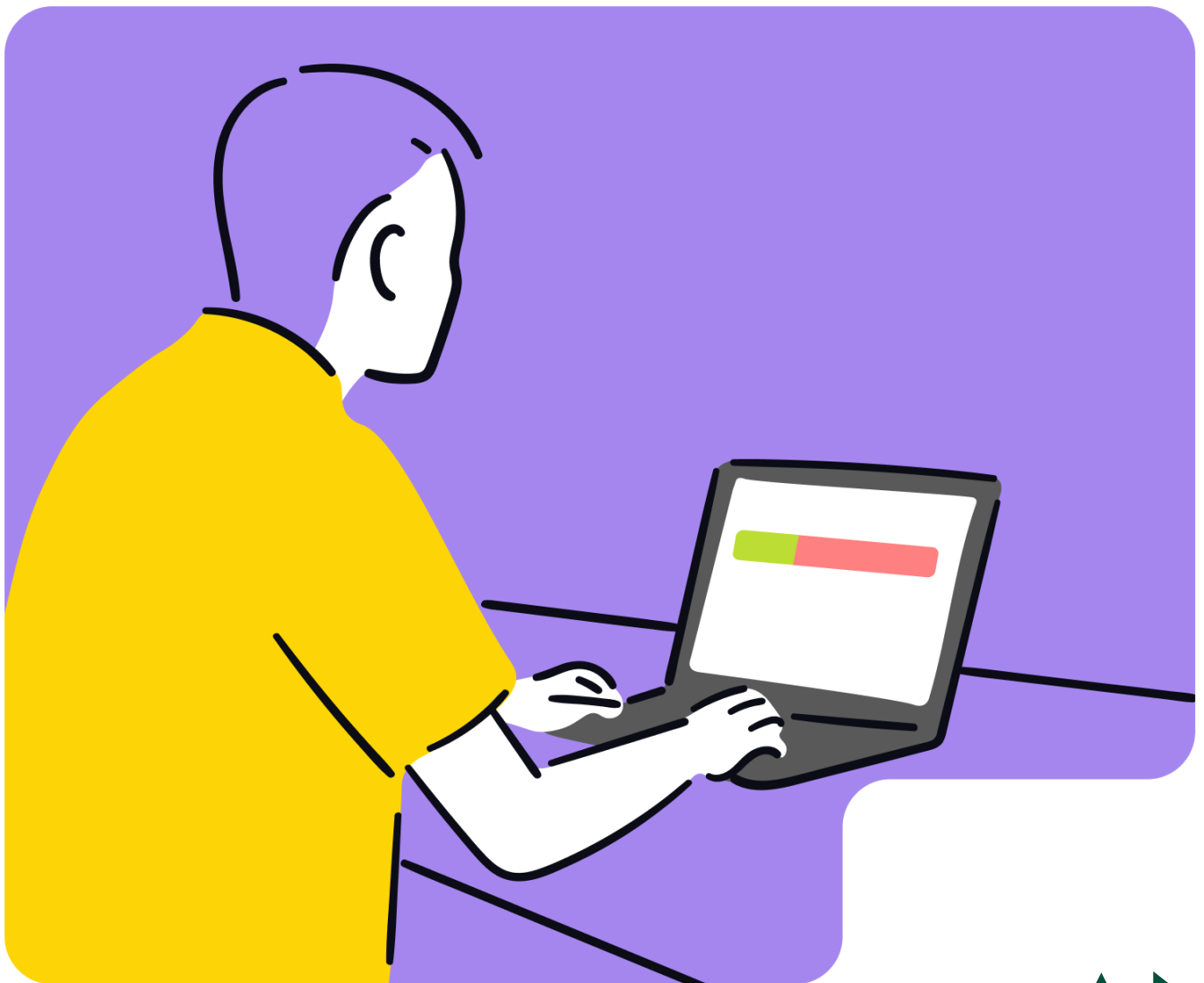


Driving High Performance: HR's Guide



Foreword



Achieving and maintaining high performance is crucial for organizations striving for long-term success.

This requires aligning resources, optimizing operations, and continuously evaluating performance. It also demands a culture of excellence that values employee engagement, customer focus, agility, and sustainability.

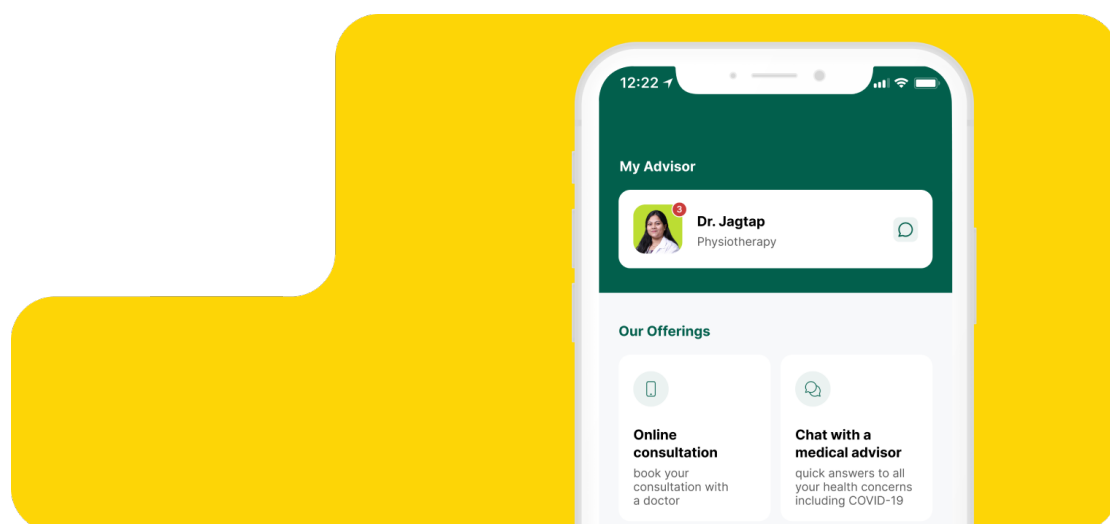
Leaders must invest in their employees. In their growth and development, innovate with new technologies and practices, and adopt responsible and ethical practices.

While challenging, the rewards of high performance are worth the commitment, hard work, and strategic thinking.

How do you get there? We've rounded up some easy-to-implement strategies that will help you get the ball rolling.

The UAE healthcare system is flawed. Hospitals react to sickness but do not offer quality care. Doctors attend to the patients but do not give them enough time and care. Bills are soaring high, booking an appointment is cumbersome, and lab tests are getting expensive.

You see, there are many areas that need attention. And that's what we, at Amzo, are aiming to fix. At scale. **We've built an insurance and care platform that makes employee health benefits simple, useful, and holistic.**



Introduction

If you've walked into a high-performance organization, you know what it feels like. People are energized. Instead of feeling resigned or confused, employees know what they're expected to do and how it relates to their peers' tasks.

You can confirm your observations by checking the company's performance measures like market share growth or sustained earnings.

So, how can you turn your organization into a high-performing one? We're going to give 5 actionable ways to boost your team's performance.





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5 Surefire Ways to Enhance Your Team's Performance

It's time to get ready to boost your team's performance and take them to new heights. What we're going to tell you will surely enhance your team's performance!

1. Prioritize effective leadership

Leadership is a scarce resource. It's the same in both developing markets straining to keep up with rapid growth and developed markets suffering from an exodus of older executives.

In today's rapidly changing world, relying solely on command and control style leadership is no longer effective. True leaders need to think strategically, set the tone, engage their team, allocate resources, ensure accountability, and deliver results. It's not an easy feat, especially in uncertain times, but it's crucial for success.

Here's how to inspire better leadership:

- Leadership doesn't just happen at the top of the pyramid. You must understand the importance of cultivating leaders at every level. Creating a culture of leadership that empowers everyone to step up and make a difference goes a long way.

- The days of the heroic corporate leader are over. Leaders cannot be lone wolves or independent operators. Successful leaders must understand the power of collaboration and the strength of working together with their peers. By recognizing the collective potential of their team, leaders can foster a culture of cooperation. This results in greater success than they could achieve alone.

- Invest in your middle managers. They oversee the majority of employees, translate senior leaders' vision into concrete plans for their teams and select key issues requiring senior management's attention. Despite their pivotal role, middle managers often receive insufficient development, support, and attention. By providing them with the resources they need, you'll build a stronger, more resilient organization.

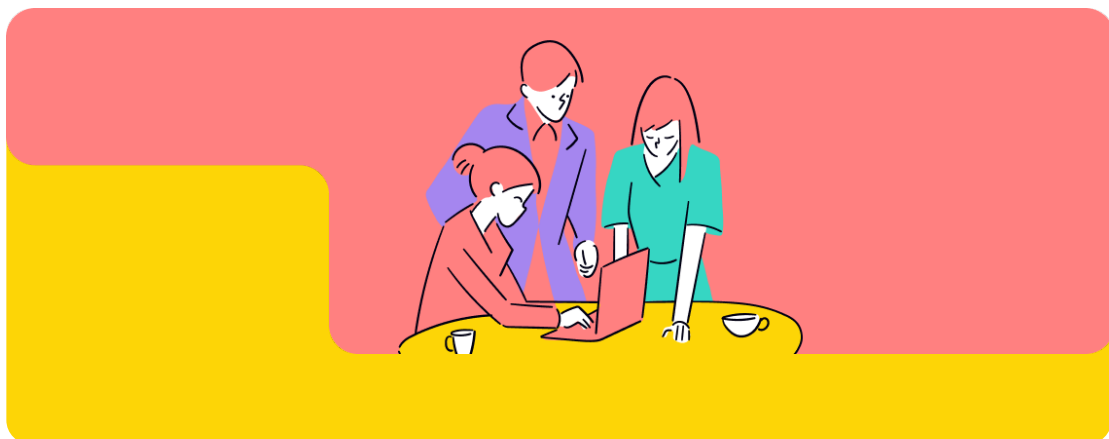


2. Pursue clear, attainable goals

Employees working for high-performance organizations excel because they have a deep sense of trust and mutual respect with their manager, leadership, and organization. They know that their career development is a top priority and that the company is invested in their success.

If you want to drive performance and achieve employee success, setting goals is the way forward. Learning how to identify and achieve those goals. This is what will really make a difference for your team. However, sometimes your plans can end up being unattainable or limiting your team's potential.

That's why it's crucial to take the time to continuously assess and rebuild your goals. By doing so, you can ensure that your team is set up for success and can reach its full potential. When you align your goals with your team's capabilities and potential, you can provide them with the support and guidance they need to achieve great results.



Here's how to restructure your goals and create a clear picture for your team:

- While it's natural for leaders to be concerned about their team's performance, constantly watching what employees are doing and checking in can be counterproductive. Rather than positioning check-ins as a form of surveillance, a better approach is to view them as coaching sessions. This way, employees feel comfortable sharing their progress and challenges. And managers can offer feedback and actively coach them on their performance.
- To improve team performance, workflow efficiency is key. But many factors can hinder productivity, like workplace distractions, communication gaps, and unorganized team structures. The good news is that optimizing your workflow can help address these issues, boost productivity, and ensure your team is working at its best. For example, people's cognitive abilities are highest in the morning. So let them work on priority tasks then. Set up meetings and other low-priority tasks in the evening.
- Offer a good mix of easy-to-check-off small goals and larger, harder goals. This way, your team can build momentum and eventually strive for better long-term results.

- Provide reasoning for these goals, so your team fully understands the objective. And make sure they know you're around to support them in a time of need. This includes achieving the goals as well as eliminating roadblocks.

3. Effective communication is key

A simple thing like communication, makes or breaks a team. While it's a given, very few organizations or leaders actively pursue it.

Prioritizing communication ensures teams and businesses are more successful. Poor communication leads to misunderstandings, mistakes, missed opportunities, a delay or failure to complete projects, and greater levels of stress. Ultimately, impacting the overall productivity of a team.

By fostering an open and transparent culture, teams can work effectively together and efficiently achieve their goals.



Here's how can you improve your communication:

- Regular one-on-one meetings between managers and their direct reports can help facilitate ongoing communication, feedback exchange, progress sharing, and problem-solving. These meetings are a helpful tool to keep the team aligned and ensure everyone is working towards the same goals.
- Use a combination of different communication channels, such as email, phone, in-person meetings, or video conferencing to reach out to employees. This ensures they receive the necessary information.
- Listen actively to your employees' concerns and feedback, and respond to them promptly. This shows that you value their input and are willing to take their feedback into consideration.
- Provide constructive feedback to employees regularly and recognize their accomplishments. This helps to build morale and motivates employees to continue performing at their best.
- Be transparent and share information about company goals, changes, and developments with employees to keep them informed and engaged.

4. Focus on outcomes, not output

Consider the scenario where you need to go to a new place and you use Google Maps for directions. The Maps display three route options with estimated travel times of 30, 38, and 40 minutes. Which one would you choose? Most likely, you would pick the most efficient one, right?

This is the essence of having an outcome-focused mindset. Without a clear destination, it's difficult to determine the most efficient way to get there. Likewise, when you set goals for your projects or organization, you create a clear and efficient path to reach them.

To differentiate between outcomes and outputs, think of outputs as the tangible results of your activities or actions, while outcomes are the desired impact or result of those activities or actions. For instance, creating a new marketing plan is output, while increasing leads from 4000 to 5500 is the outcome you want to achieve.

Although outcomes and outputs are interrelated and interdependent, focusing solely on outputs can sometimes result in neglecting the bigger picture of why those outputs matter.



Outputs

The things we do
Deliverables, projects, etc,

that help us to work
towards our goals.

We hope it brings success
but doesn't guarantee it

Might change if it doesn't
bring results



Outcomes

The results I hope to get
after doing something

Measurable results that
defined as success of
the goal

Shows the success loud
and clear

Stays the same until
achieved

Here's how you can focus on outcomes:

- Setting clear goals and objectives is essential for guiding your team towards achieving desired outcomes. It helps your team focus their efforts and prioritize their work. When communicating these goals, make sure they are specific, measurable, attainable, relevant, and time-bound (SMART). This will give your team a clear understanding of what is expected of them and how their work contributes to the overall success of the organization.

- Defining success criteria is critical for measuring progress towards your goals. By establishing metrics and criteria for success, you can track progress and make data-driven decisions. This ensures that your team is focused on achieving the desired outcomes and not just working towards completing tasks.
- Providing feedback is crucial for helping team members stay focused on outcomes. Feedback should be given regularly and in a constructive manner. By providing feedback, you can help team members identify areas for improvement and make adjustments to their work to ensure that they are on track toward achieving outcomes.
- Celebrating successes is important for reinforcing the importance of focusing on outcomes. You can do this in many ways, such as recognition programs, team outings, or other forms of acknowledgment. This helps build morale, reinforces good work, and motivates team members to continue focusing on achieving outcomes.



5. Unlock thriving employees with wellness

A pool table at work and free beers over the weekend definitely create a positive work environment. But do they really contribute toward thriving employees? Don't scratch your head, because they don't!

They're nice gestures, but they don't play a part in improving employee wellness either. Wellness is an integral part of employee performance. Just like you cannot separate the mind from the body, you cannot separate wellness from work life.

Employee wellness is not just physical but includes several other aspects.

- **Physical well-being** - Having the energy to get things done
- **Financial well-being** - Sufficient resources and money management abilities
- **Social well-being** - Fulfilling relationships and friendships
- **Community well-being** - Satisfaction with where you live
- **Career well-being** - Level of enjoyment of work



Thriving employees report high levels of satisfaction in all these areas. As a result, they are less likely to experience burnout and thus, perform better.

No matter what industry your business caters to, employee wellness is something you mustn't brush aside or knock back on. Only when you prioritize employee wellness will performance eventuate. Therefore, start acknowledging it as a core value and don't let it take a back seat.

Here's how you can kick start employee well-being:

- Investing in good comprehensive group health insurance for employees along with added benefits like mental health and telehealth benefits.
- Encourage flexible schedules and better work-life balance.
- Offer opportunities for professional development that align with employees' needs, wants, and strengths.
- Make financial resources available, such as easy access to workshops on money management or a financial planner.

- Help employees get to know one another by setting up initiatives like a buddy program, mentorship, or an informal club.
- Promote a lifestyle change by offering rewards for being fit, completing 10,000 steps, visiting the gym more than thrice a week, etc.

In conclusion

Striving for perfection is a common desire, but it's important to acknowledge that perfection is an ever-moving target. It's unlikely that you'll ever achieve a state of perfect harmony in your team or organization. Instead, prioritize the cultivation of habits that support continuous improvement.

Follow the steps outlined in this guide, such as setting clear goals, communicating effectively, prioritizing wellness, and more. You might be surprised how far these small improvements take you over time!

And don't forget, you can always rely on Amzo to massively improve employee wellness. It's time to give your team the health benefits they deserve and love.

Stay ahead of the
curve with modern
health benefit