



Maximizing Human Capital Assets

This Executive Summary document provides a valuable overview of several unique, relevant and timely “character-based” human capital solutions that will have an impact on an organization’s culture, talent acquisition, employee development and succession planning initiatives.



David Town, CHRP
Your Leadership Matters, Inc.
647-225-8696

david.town@yourleadershipmatters.ca
www.yourleadershipmatters.ca


Personal Leadership Is The Vital Factor To Achieve Performance...Productivity and Profit!

Organizations today, whether they are on Wall/Bay Street, Main Street or in the public market sector are seeking viable solutions that will mitigate risks, reduce expenses and streamline their overall operational efficiencies. To successfully achieve these critical and foundational business objectives each requires the personal leadership capabilities and integrity of people. People (human capital) are vital to the success of any organization!

Organizational / Team Success Is Dependent Upon...Individual Personal Leadership

- ☑ **Fact:** The bottom-line for any organization to achieve maximum sustainable performance results, regardless of industry sector, product or service mix is dependent on an individual's efficiency of "personal leadership effectiveness." This statement holds true regardless if it is the CEO/President, C-level leaders, managers, supervisors or the people that comprise the general employee population.
- ☑ **Fact:** When dealing with the subject of personal leadership, we are dealing with the subject of a person's character and behavior. It is imperative to have "**character-based business solutions**" that have the capacity of being integrated into an organization's overall culture as well as more specific applications for talent acquisition, employee development and retention.

A Person's Character and Behavior Are Critical To Any Organization...

Asset	Or	Liability
<ul style="list-style-type: none">✓ Properly aligned with culture✓ Achieving performance results✓ Retained as a reliable team member✓ Empowering team performance✓ Contributing to customer satisfaction		<ul style="list-style-type: none">✓ Not compatible with culture✓ Underachieving performance expectations✓ High risk for turnover✓ Hindering team performance✓ Causing customer dissatisfaction

To maximize performance and productivity, which equates to bottom-line net profit, it is critical that organizations establish viable processes and applications that will "**improve the predictably of human capital decisions**" by providing a significant R.O.I. impact on an organization's culture, talent acquisition, employee development and succession planning initiatives.

Benefits include; 1) alignment of organizational values to determine "fit" of employees to the culture, in advance of hiring; 2) reduction of overall hiring expenses and costly turnover; 3) enhanced trust, confidence and communications between leadership and employees and 4) reliable evaluation process to help identify "gaps" in current job positions or promotional career paths.

Human Capital Success Formula...



Personal Leadership Effectiveness (*Character and Behavior DNA*)

- + Alignment to an organization's culture (compatibility/fit)
- + Alignment to defined performance standards (specific job position)
- = Improved Predictability of Human Capital Decisions
(Risk Mitigation – Reduced Expenses – Operational Efficiency)

What Hinders Performance and Productivity? / What Empowers Performance and Productivity?

Human capital is the most important asset to any organization when the leadership and employees are aligned with the mission and vision and committed to operate at a high level of performance and productivity.



What Hinders Performance and Productivity?

Leaders

- Lack of results
- Unrealistic expectations
- Lack of planning
- Changing of priorities
- Lack of commitment
- Right fit
- Unclear of the “big picture”
- Lack of team work
- Micro management
- Not listening
- Ownership / Accountability
- Lack of leadership skills
- Poor character
- Not being supported by team
- Too far removed from day-to-day
- Unwillingness to empower others
- Personal / family issues
- Not taking ownership for team
- Team conflicts
- Poor communication
- Entitlement

Employees

- Unclear expectations
- Lack of leadership
- Why it is important
- Motivation
- Unable to perform
- Lack of measure
- Unreliable
- Feels not valued
- Victim mentality
- Lack of personal leadership
- Poor character
- Not aware of the “big picture”
- Misunderstanding of their role
- Under expectations
- Lack of training
- Lack of recognition
- Personal / family issues
- Lack of coaching / development



What Empowers Performance and Productivity?.....PERSONAL LEADERSHIP EFFICIENCY

Leaders

- Vision
- Passion
- Leadership skills
- Effective use of power
- Mentor / coach
- Recognition
- Great character
- Embraces empowerment
- Organizational skills
- Rewards contribution
- Defines roles / responsibilities
- Manages challenges
- Feels valued
- Elicits feedback
- Good relationship skills
- Encourages contribution
- Cause / mission focused
- Goal oriented
- Balanced life
- Desire to succeed
- Committed to develop others
- Knowledgeable
- Clear communication
- Resolves conflicts

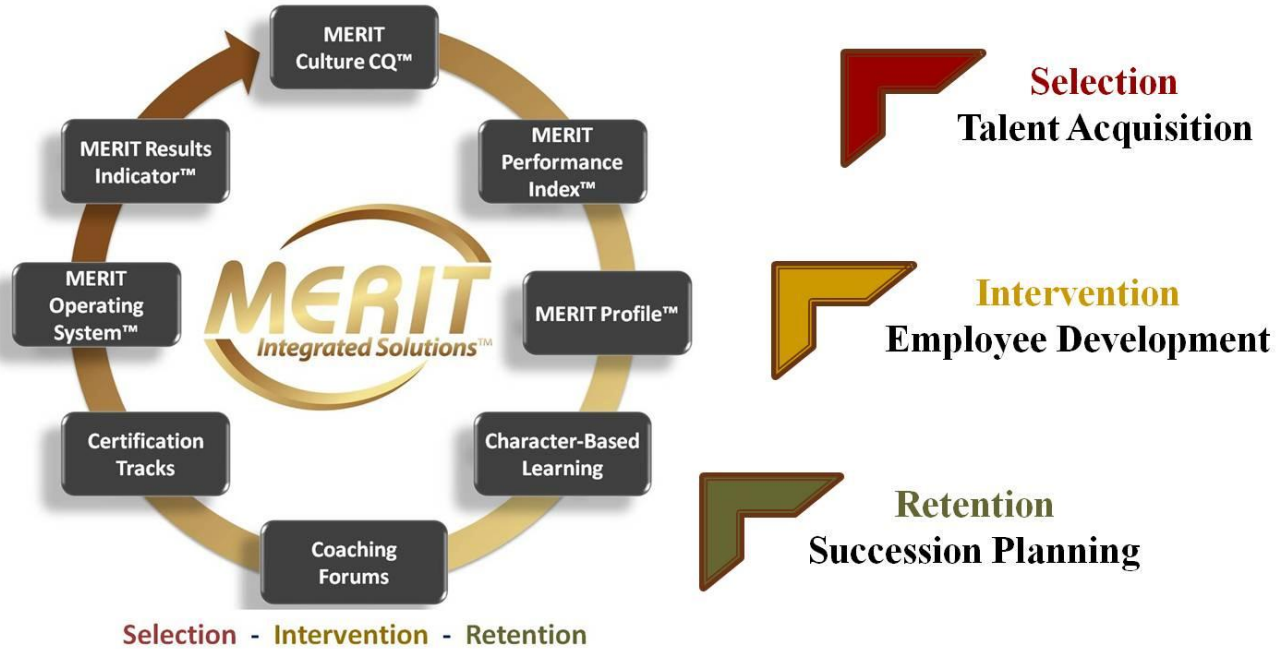
Employees

- Receives recognition
- Supported by leadership
- Feels valued
- Advance career track
- Makes a contribution
- Empowered
- Passionate
- Clarity of goals
- Mentor / coach relationship
- Great character
- Clear planning / direction
- Understands vision
- Likes work environment (culture)
- Organizational skills
- Clarity in roles / responsibility
- Positive reinforcement
- Fits with others
- Cause / mission mindedness

**Performance and Productivity of Any Organization Will Be Determined By
The Personal Leadership Efficiency of Its Human Capital (People) Assets!**

Improving the Predictability of Human Capital Decisions!

Integrated Solutions That Support A Character-Driven Culture



Helping Organizations...

- ✓ Streamline Operational Efficiencies
- ✓ Mitigate Human Capital Risks
- ✓ Reduce Unnecessary Financial Expenditures
- ✓ Empower Performance-Based Leaders



**Human Capital Solutions
For Achieving Critical
Business Results!**



Predictive Character-Based Human Capital Solutions

Impacting Performance and Growth...Minimizing Risks and Expenses!

Unique Value Proposition

The MERIT Integrated Solutions™ technologies and learning applications will have a significant R.O.I. impact on an organization's culture, talent acquisition, employee development and succession planning initiatives.



- ✓ When organizations hire or retain people with poor character and behavior it directly impacts the financial bottom-line.

Benefits

➔ Selection (Talent Acquisition Benefits)

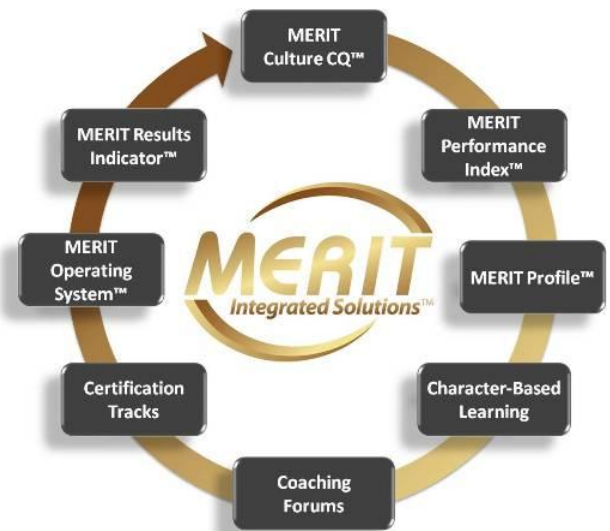
- ◆ Streamlined interviewing process (enhanced accuracy for selection equals less time/cost).
- ◆ Improved turnover ratios (minimize wrong hires due to lack of compatibility and fit).
- ◆ Minimized disruptions (extraneous communications / conflicts that arise with new hires).
- ◆ Mitigated hiring risks (avoid frivolous employee lawsuits for unexpected terminations).

➔ Intervention (Employee Development Benefits)

- ◆ Integrated development process for leaders and employees.
- ◆ Enhanced trust and confidence regarding direction and leadership of the company.
- ◆ Increased retention of key employees, which will result in fewer turnovers.
- ◆ Strengthened communications between leadership and employees (fewer conflicts).
- ◆ Empowered workforce leveraging their strength areas and improving upon identified personal development needs (enhancing a person's *personal leadership coefficient*).

➔ Retention (Succession Planning Benefits)

- ◆ Reliable evaluation process to determine an individual's career path to a new position within the company.
- ◆ Predictable analytics for identifying "gaps" that may need to fill the void of a senior worker's departure (baby-boomer exodus).
- ◆ Sustainable process to engage senior workers to remain part-time with a company to provide leadership and coaching support, for the purpose of mentoring newly recruited employees regarding their job skills and the character values of the organization.



Selection - Intervention - Retention

Maximizing Employee Resources...Implementing Transformation