



**SUCCESS**  
THROUGH PEOPLE

# The Success Through People Model

The key for SMEs looking to:

- ✓ Improve business performance
- ✓ Build highly engaged teams
- ✓ Ensure a sustainable business
- ✓ Create a great culture



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# Success Through People

## 8 Elements » 4 Outcomes



### CLEAR VISION, VALUES & STRATEGY

Successful businesses have a clear sense of who they are, where they are going and how they are going to get there. There is absolute clarity around the vision that inspires them, the values that define them and the strategy that will enable their future success.



### EFFECTIVE LEADERSHIP

Capable leaders are able and willing to make an effective contribution to all areas of the business. They're results-focused, effective decision makers, skilled communicators and committed to the singular vision, values and strategy of the business. Collectively, they perform as a consistent, collaborative and cohesive leadership team.



### RECRUIT RIGHT

Successful businesses have a well-defined, professional and robust process to consistently attract and select from the best available talent. In addition to capably evaluating candidate skills, knowledge and experience, they effectively assess and select for personal attributes, values alignment and potential contribution to culture.



### SET CLEAR EXPECTATIONS

Successful businesses set and reinforce clear expectations of their people, both in terms of "what" they need them to do and "how" they need them to do it. They reinforce this consistently through, for example: position descriptions, policies and procedures, onboarding processes, goal-setting/KPIs and regular, meaningful coaching discussions.



### ENSURE ACCOUNTABILITY

The most effective businesses build and maintain a culture of accountability across all dimensions: employees are accountable to management, managers are accountable to their teams and peers, the business is accountable to its customers. Performance review processes, benchmarking, customer and employee surveys, for example, can all play a role. There are consequences for not meeting expectations and processes in place to recognise exceptional performance.



### EQUIP OTHERS

Those engaged in the business need to have the tools, resources, information, authority, attitude and capabilities necessary to succeed in their role. High-performing businesses know what it takes for individuals to achieve success, and they regularly review and take action to address any gaps. The allocation of tools, resources, information, authority and training are directly linked to achieving the vision, values and strategy of the business.



### MANAGE RISK

Successful businesses actively identify, eliminate and/or control the risks associated with engaging people. In addition to managing relevant legislative risks by ensuring compliance with the Fair Work Act and Work Health & Safety Act, for example, broader business risks such as those related to succession planning, knowledge/information management and employee conduct and performance are also acknowledged and effectively managed.



### VALUE OTHERS

The most effective businesses actively nurture and value the contribution of their people, to encourage peak performance and support the retention of talent. Remuneration and benefits are at or above the market, there are opportunities for genuine collaboration, there's potential flexibility in work arrangements, and there are opportunities for individuals to learn, grow and have their contributions acknowledged.



## 1 Improved Performance

Research over many years has shown that businesses with highly-engaged teams, supported by constructive workplace cultures, achieve consistently higher levels of productivity. And we know that higher levels of productivity = higher profits/better outcomes!

## 2 Great Workplace Culture

The Success Through People model enables great cultures that drive results. Clear plans, quality leadership, clear expectations, measures of accountability and other elements combine to create a business in which "how we do things around here" is crystal-clear to all, and is perfectly aligned with the vision, values and strategy of the business.

## 3 Highly-Engaged People

Life's too short to be having a miserable time at work, so a key focus of the Success Through People Model is ensuring people are fully engaged as they work together to achieve shared goals. While the productivity benefits of having highly-engaged staff are well-documented, our model also encourages a focus on your satisfaction as a business owner or manager: after all, you've taken the risk, you've made the investment. You deserve to be happy too!

## 4 A Sustainable Business

The Success Through People Model drives sustainability, whatever that might mean for you: for some, it's about setting the foundations for future success, while for others it's about building a business that is less reliant on you as the owner/manager. Or it could be developing and implementing succession and/or exit plans, or maybe even leaving a legacy. Whatever sustainability looks like for you, the Success Through People model provides a framework to help you achieve it.