



**NHRMA 24**

86TH ANNUAL CONFERENCE + TRADESHOW

**CS17**

# People First or Performance First? Wrong Question



# People First or Performance First?

WRONG QUESTION



Can I tell you  
something stupid?



# What just happened?



# Two Primary components



# Exercise:

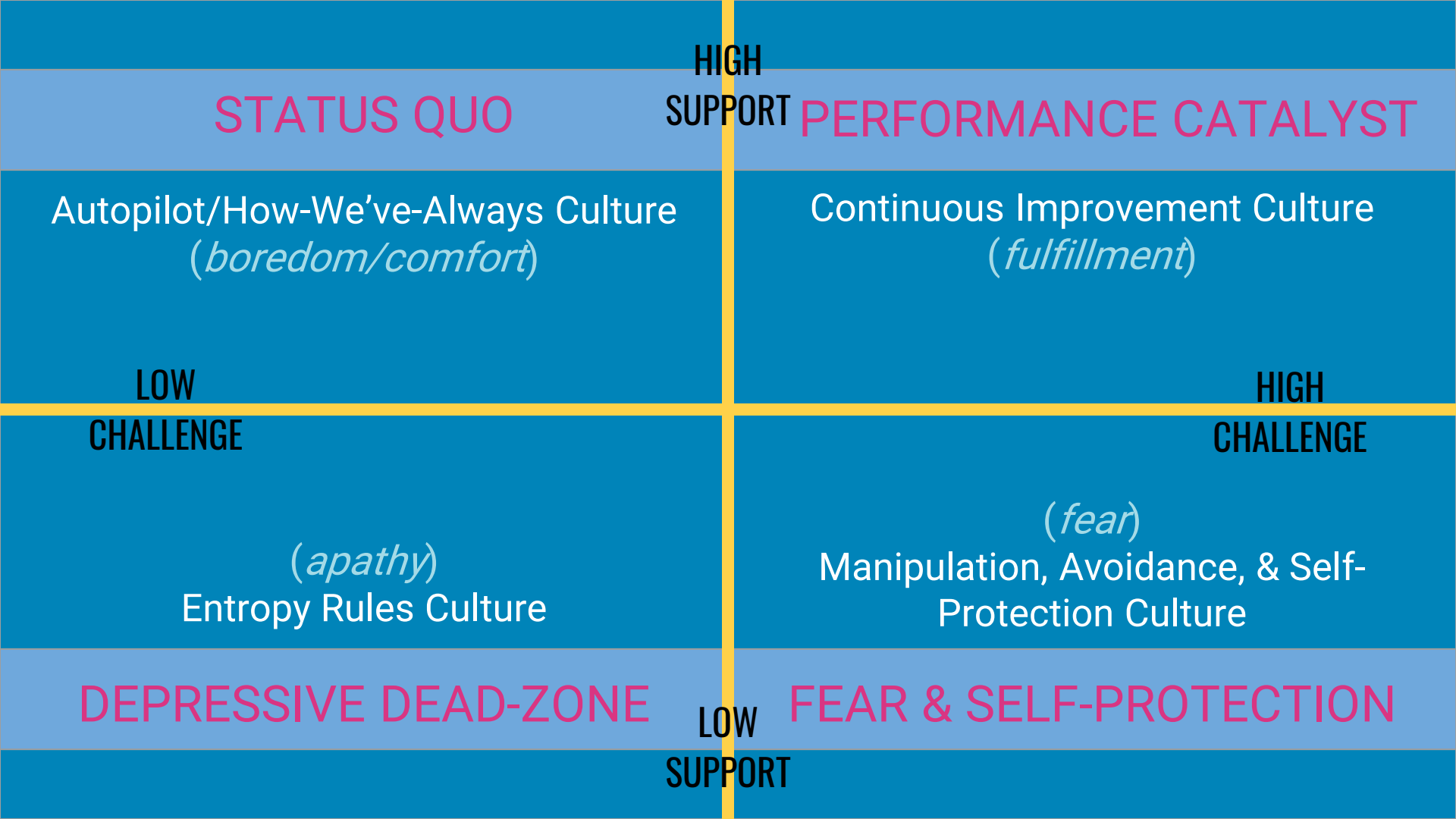
“That makes  
me think of...”



# YOUR SCORE

(-5 – +5)





HIGH  
SUPPORT

STATUS QUO

PERFORMANCE CATALYST

Autopilot/How-We've-Always Culture  
*(boredom/comfort)*

Continuous Improvement Culture  
*(fulfillment)*

LOW

CHALLENGE

HIGH

CHALLENGE

*(apathy)*

Entropy Rules Culture

*(fear)*

Manipulation, Avoidance, & Self-Protection Culture

DEPRESSIVE DEAD-ZONE

LOW

SUPPORT

FEAR & SELF-PROTECTION





# CULTURE

(Deliberately engineered,  
or take what you get.)

# TEAMIFICATION

The new Culture-Operating-System  
that's creating **Legendary Teams.**

**MOMENTUM | AGILITY | INNOVATION | SUSTAINABILITY**



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