

Model of Organisational Effectiveness

To achieve organisational effectiveness, it is essential to understand the impacts on employee behaviour and how to optimise culture. Culture is often described as *'the way we do things around here'*. It is unique to every organisation. It is the 'magic' that, when optimised, delivers results, mitigates risks and creates competitive advantage.

1 THE FOUNDATION OF IDENTITY

Purpose, vision and values are the heart of an organisation's identity and culture. When these key elements are properly defined, understood, communicated and embedded in the organisation they positively impact employees, customers, business partners, and shareholders.

2 THE FRAMEWORK FOR ACTION

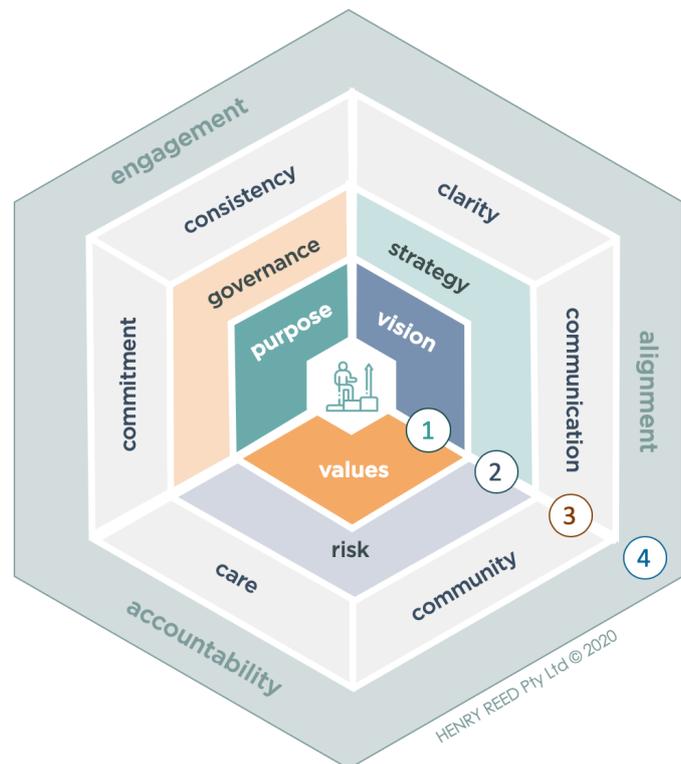
In all organisations there is a firm framework of **strategy, governance and risk** that enables the delivery of an organisation's purpose. Strategy is derived from the Vision. Governance systems (policies, processes and practices) are created to support the achievement of strategic objectives within the boundary of identified risks and risk appetite. Most risks faced by organisations come from within.

3 THE ENVIRONMENT FOR SUCCESS

Culture is strongly impacted and influenced by leaders and the environment created is defined by 6 key elements linked to the organisation's identity and framework for action. These elements are:

Clarity, Communication, Care, Community, Commitment, and Consistency

Each of these elements will be displayed differently for every organisation and can be designed to create the ideal environment.



Organisational effectiveness starts with proactively assessing, designing and optimizing organisation culture.

4 THE IMPACT OF CULTURE

Every organisation has a culture, whether created by design or default; and, every organisation achieves results through people.

Proactively creating a culture that optimises the way people work for the achievement of the company's purpose and to deliver strategic results is the key to success and sustainability.

Companies that fail to optimise organisation culture are at risk of suffering financial and non-financial losses, reputation damage, compliance and legal issues.

When all of these elements work together, they drive **engagement, alignment and accountability**.

Arrange a complimentary **Culture Discovery Session** to identify your next steps in optimising organisational effectiveness

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