

Leading with Moments of Truth

The Essential Steps in Helping People Improve Performance



Are you developing an open and honest work environment?

You can help the organization performance with the MOT step-by-step process. You will be dealing with performance issues early on. You will be helping employees face the truth without making them feel denigrated, inept, or incompetent and at the same time enhancing your own career success.

"...this is not just a bunch of 'good ideas.' It is a call to a simple but transformative practice, one vital to building an organization truly worthy of people's highest commitment." —Peter Senge

With **Moment of Truth** you have a powerful process that can dramatically improve Individual performance. Your use of this dynamic technique helps increase productivity by engaging people to face reality so they can correct mistakes, learn from past performance and adjust processes. You will likely change your culture with the consistent use of **Moment of Truth**, because it establishes a clear standard of reality and truth to build a more successful organization.

What creates competitive advantage for any business? Most people, after thinking about the question, often miss the essential ingredient of Truth. Maybe it's because we assume individuals and organizations already operate with truth. Unfortunately, experience and reality show that assumption is wrong. Truth is missing in most organizations when it comes to dealing with both individual and organizational performance. If telling the truth is absent from the culture, the organization suffers.

Most managers want improvement, but often miss key moments to help it happen. On one hand, when faced with the harsh facts of substandard individual performance, they tend to soften or avoid the truth about mistakes, missed dates, an incomplete project, unacceptable quality of work, and the like. Then, if the problem becomes intolerable, the manager may overreact with an explosive confrontation that results in little long-term behavior change (but a lot of frustration). On the other hand, managers will try to work around the substandard performance, shifting workload to top performers rather than addressing reality directly with the person concerned. There is a better way!

With **Moment of Truth** you will learn a simple, four step process to enhance individual performance. You will learn how to deal with performance issues early on, helping people face the truth without being made to feel denigrated, inept, or incompetent. And there is a great additional benefit; *you will greatly enhance your ability to manager and lead others.*



GR8 Solutions Group is a Robert Fritz certified Organizational Consultant

Moment of Truth GOAL

- * Develop an open and honest environment in which critical information can be included in strategic decisions
- * Bring out the best in the people with whom we work.
- * Encourage and help each person to be:
 - Exceptional in performance
 - Competent to do the job
 - Self-generating
 - Able to learn and improve
 - A team player
 - A valued member of the team
 - A professional you can always count on

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