## Driving High-Performance Culture

We have created some strategies to boost productivity, why is it so hard to sustain?
Do you know how to create an operational plan to achieve high-performance culture post pandemic?

### Introduction

Establishing a high-performance culture is not a matter of short-term initiatives or isolated productivity drives. It requires a deliberate, systematic approach to shaping organisational behaviour, embedding leadership discipline, and nurturing an environment where individuals and teams consistently thrive. While leadership and discipline are central, they alone cannot create sustained impact. A genuine culture of performance calls for a deeper understanding of people, their motivations, and the social dynamics within an organisation.

In the post-pandemic landscape, organisations face new challenges: hybrid working environments, evolving employee expectations, heightened competition, and rapidly shifting markets. Sustaining high performance in this climate requires not only structural systems but also emotional intelligence, adaptability, and behavioural insight.

This workshop provides a roadmap for creating, implementing, and sustaining a high-performance culture that endures over time. Participants will learn how to harness behavioural insights, align performance systems with organisational goals, and foster leadership at every level. The aim is not just to inspire change but to build *istiqomah*—a steadfast and consistent commitment to excellence across the organisation.

### Program Objectives

This program aims to:

- Prepare participants to transition towards a high-performance organisational culture.

- Equip participants with techniques to create and sustain long-term cultural transformation.

- Develop leaders and change agents who can embed performance behaviours into everyday practice.

- Explore how behavioural economics and psychology can be applied to strengthen engagement and accountability.

### Learning Outcome

After completing this program, the participants should be able to:

- Master a structured methodology for driving and sustaining a high-performance culture.

- Apply behavioural and psychological insights to enhance motivation, accountability, and collaboration.

- Redesign performance management systems to reinforce fairness, transparency, and meritocracy.

- Strengthen leadership capabilities across all levels of the organisation.

- Align training, development, and engagement strategies with organisational purpose and customer focus.

**Who Should Attend?**

Human capital officers, change agents, senior management and anyone involved in change exercise in the organisation.

**Methodology**

Interactive lecture, videos, presentation, discussion, case study, case simulation, Socratic questioning, flipped classroom, brain-storming, worksheet, problem solving, inductive method, team exercise, peer to peer, action learning, coaching and mentoring

**Program Outline**

| Day One | |
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| **Time** | **Topics** |
| 9:00am - 10:30am | **High Performance Culture** <br><br> The programme begins by exploring the concept of a high-performance culture and the factors that underpin it. Participants revisit traditional performance management processes and examine how empowerment, authority, leadership capability, customer-centric strategies, and collaboration intersect to shape organisational outcomes. This module sets the foundation for understanding performance culture as an integrated system rather than a set of disjointed practices. |
| 10:30am - 11:00am | Tea Break |
| 11.00am - 1:00pm | **Implement an Effective Performance Management Process** <br><br> Building on the foundations, this session delves into the practical aspects of performance management. Participants learn how to differentiate between high and low performers through merit-based systems while ensuring fairness and transparency. The session emphasises the need for clearly defined standards at every level of the organisation. It also covers the creation of transparent reward |

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| | mechanisms and shared organisational goals that unite individuals and teams under a common vision. |
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| 1:00pm - 2:00pm | Lunch |
| 2:00pm - 3:30pm | **Empowerment and Authority**<br><br>This module explores how empowerment fuels innovation and agility. Participants reflect on how decentralised decision-making can create resilience by allowing employees to respond more effectively to shifts in the marketplace. They will learn strategies for generating innovative ideas, connecting meaningfully with customers, and embedding empowerment as part of daily operations. Case examples illustrate how employee-driven initiatives can create branded customer experiences and competitive advantage. |
| 3:30pm - 4:00pm | Tea Break |
| 4:00pm - 5:00pm | **Increase Leadership Capability at All Levels**<br><br>The first day concludes by examining leadership as a shared responsibility across the organisation. Participants learn how to strengthen leadership at all levels, ensuring that communication is both regular and inspiring. The session explores practical techniques for aligning leaders with the organisation's mission and purpose, creating a unified narrative, and building trust across teams. Emphasis is placed on developing leadership behaviours that reinforce respect, accountability, and motivation. |
| | **Day Two** |
| **Time** | **Topics** |
| 9:00am - 10:30am | **Developing Customer-Centric Strategy through Employee Engagement**<br><br>The second day begins with a focus on linking employee engagement to customer value. Participants learn how an organisation's brand, mission, and purpose can only be realised externally if they are first lived internally by employees. This module examines strategies for strengthening belonging, ownership, and alignment among staff, ultimately creating a workforce that is both engaged and customer-focused. |
| 10:30am - 11:00am | Tea Break |
| 10:30pm - 1:00pm | **Increase communication and collaboration.**<br><br>Effective communication and collaboration are the lifeblood of a high-performance culture. This session highlights how leaders can disseminate key messages with clarity and consistency, ensuring they are both understood and personalised for employees. Participants practise approaches for fostering open dialogue, strengthening cross-departmental collaboration, and embedding a culture of problem-solving. The session also examines how coordinated communication |

| | can prevent fragmentation and strengthen collective effort. |
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| 1:00pm - 2:00pm | Lunch |
| 2:00pm - 3:30pm | **Enhancing Training and Development**<br><br>In this module, participants explore strategies to retain and grow talent by aligning individual development with organisational priorities. Emphasis is placed on creating customised training pathways that offer employees a clear trajectory for growth, thereby strengthening retention and engagement. The session also covers how organisations can create a culture of continuous learning that adapts to emerging needs and skills. |
| 3:30pm - 4:00pm | Tea Break |
| 4:00pm - 5:00pm | **Behavioural Insights and Nudges in Driving High-Performance Culture**<br><br>The programme concludes with an exploration of behavioural economics and psychology. Participants are introduced to concepts such as choice architecture, nudging, and behavioural design as tools for shaping cultural change. This module provides practical examples of how small behavioural interventions can have a disproportionate effect on employee engagement and organisational performance. It empowers participants to embed subtle yet powerful mechanisms for sustaining cultural transformation over the long term. |