The Physics of Performance

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What are the performance issues in your world?

EXPECTATIONS
Facing the facts

68% OF ALL COMMUNICATION

25% = VOCAL
7% = VERBAL
Communication
Communication
Communication
Positioning

*The Seat of Power is furthest from the door*
Positioning

*The Seat of Power remains furthest from the door*
People don’t mind change. Agree? Disagree?

CHANGE
It starts with vision and articulation

LEADING CHANGE
Vision is TO BE. Mission is TO DO.

VISION IS FOR LEADERS.
MISSION IS FOR THE MISSIONARIES.
Authorship creates ownership.

CREATING BUY-IN
Begin with expectations. End with execution!

**EX. L.A.R.G.E. PLANNING**

1. *Expectation*
2. *Love List*
3. *Absent?*
4. *Roadblocks*
5. *Goals*
6. *Execution*
Best lesson?

What should I keep saying?

Customer Service Notes:

- Expectations: “If you can, know.”
- Customer comes last? “Be nice to the nurse.”
- Communication = Understanding
- What I do is the End Result!
- Maslow = Understand Human Needs. Let
- 68% of Communication is Non-Verbal
- 25% of Communication is Vocal
- 7% of Communication is Verbal
- Smile 😊 - it actually makes you stronger
- The Secret of Power is faith + Dear
- Go deep! Be committed.
- Two Secrets: Knowledge & Chemistry