

THE FRAMEWORK FOR ACHIEVING GREAT RESULTS[©]

"Those who trust to chance, we must abide by the results of chance."

--Calvin Coolidge

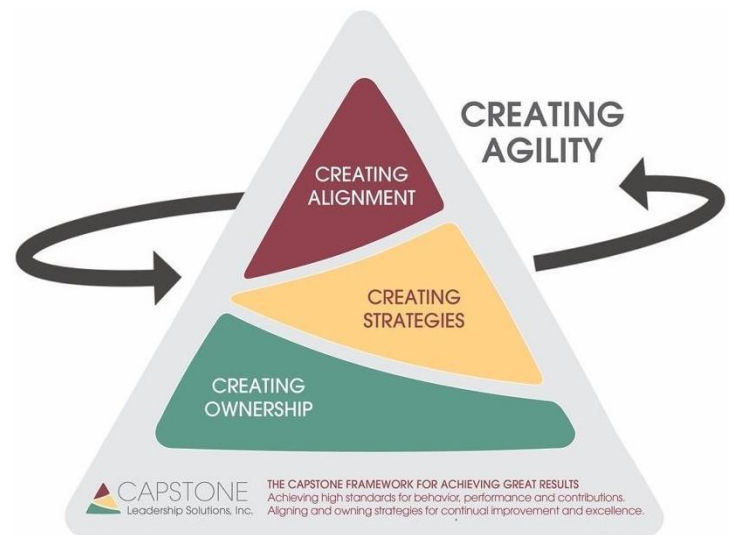
What is the Framework

The History of the Framework

The Results of the Framework

The Components of the Framework

1. Creating Balanced Strategies
2. Creating Alignment to Strategies
3. Creating Ownership for Strategies



How is The Framework Implemented?

#1 - "This is how we TEAM around here"

The Team Structure: Created in Alignment, Fostering Ownership

YOUR TEAM STRUCTURE:

- Steering Team
- Employee Experience Team
- Patient Experience Team
- Employee Training & Communication Team
- A place for employees to contribute beyond their day-to-day job duties - "do it with them, not to them"
- Aligned with the organization's key strategies



- Leader-led but employee-driven

- Action Plans – acting on solutions to create “good to great” and to elevate behavior, performance, and contributions
 - Human behavior is different when something is “good” versus “great”
 - Elevating what is “good” has an impact on more people
- The role of the Steering Team

Your role in supporting the work of the teams & team members

1. Promote attendance/participation
2. “Grab the baton”
3. Validate-Feedback Loop

*Achieving your organization's top strategies is not just the work of leaders.
- McLeod/Tetzlaff (The Employee Experience)*

#2 - “This is how we LEAD around here”

- The “work” of leaders - “the 3 buckets”
 - Whirlwind
 - Management
 - Leadership
- The “bundle” approach creates synergy
- Leadership strengthening - ongoing leadership development process
 - Training, Road Map, Accountability Meetings (learn - do, check-ins for accountability/mentoring/support)
 - **Internal Peer Champions**

Internal Peer Champions:

Objective - The development of internal expertise in leadership tactics, via the designation and development of "Internal Peer Champions"

Recommend Internal Peer Champions for leadership tactics:



Strengthening Relationships



Promoting Wellbeing



Improving Communication



Effective Hiring & Onboarding



Leading Change



Elevating Gratitude



Giving & Receiving Feedback



Achieving Standards



Setting & Achieving Goals

Role of Each Internal Champion

We propose that the responsibilities of an “Internal Champion” would be to assist the organization and its leaders in the following ways:

1. Develop and provide leadership training at quarterly leadership trainings and/or other formalized leadership development efforts as needed to refresh/re-inspire and strengthen the understanding and use of this leadership tactic.
2. Be available and willing to assist leaders who desire/require added support to gain competency and consistency with the use of this leadership tactic.
3. Assist in formal orientation and/or informal mentorship of new leaders related to the understanding and use of this leadership tactic.
4. Participate in the study/adjust process, as led by the Steering Team at various intervals and as needed, related to the organization's requirements/standards for this tactic.
5. Become familiar with content/resources available internally and externally; as well as the resources available via CapstoneEDU, Capstone Partner-Only Website, and Webinars to accomplish #1-4 above.

Qualities of an Internal Champion

- Have an interest in, and experience with, this leadership tactic or passion/desire to develop that expertise.
- Willingness to develop and provide leadership training and mentoring applicable to 1:1, small groups, and/or large group.

#3 - "This is how we CHANGE around here"

- Executing Strategy is HARD! Those involving behavior changes (new habits) are the hardest (e.g., improving the quality, improving the customer experience, improving the patient experience, etc.).
- 70% of large change efforts fail (John Kotter)
- Common barriers that surface:
 - Inability to transfer changes into operations
 - The power and distraction of the "whirlwind"
 - Variation in individual behavior, performance, and contributions
 - Inability to diffuse the innovation to the critical masses
 - The weight of "baggage"
 - Dysfunction at the top of the hierarchy
 - Organization change fatigue

#4 – “This is how we ACHIEVE around here”

Great results don't happen by accident. They are the outcome of a **disciplined, repeatable goal cycle** that turns strategy into action — and action into measurable progress.

The Goal Cycle

The Framework for Achieving Great Results© uses a **quarterly goal cycle** to ensure focus, alignment, accountability, and learning — without overwhelming the organization.

The goal cycle creates a **cadence of execution** that answers three critical questions:

- What matters most right now?
- How are we doing?
- What will we adjust next?

Key Elements of the Goal Cycle

Pre-Cycle

- Strategic plan updates
- Organization, department, and team goals
- First-quarter action plans and budgets

Quarterly Execution (QTR 1–4)

- Actively execute action plans
- Measure and transparently report progress
- Monthly accountability meetings
- Adjust and refine goals and actions each quarter
- Ongoing leadership and employee training
- Celebrate progress and wins

Post-Cycle

- Post-mortem reviews
- Annual evaluations
- Organizational learning and renewal

Why the Goal Cycle Matters

The goal cycle:

- Creates clarity in a complex environment
- Reduces the drag of the “whirlwind”
- Turns strategy into shared accountability
- Reinforces learning through study and adjustment
- Builds momentum through visible progress and celebration

Achievement is not a one-time event — it is a system. The goal cycle is how the organization stays focused, aligned, and moving forward — together.

Closing Thoughts: From Good to Great — and Beyond

A **great organization** is not defined by intentions or effort alone. It is defined by outcomes.

Great organizations consistently deliver:

- **Superior performance**
- **True customer loyalty**
- **A great culture**

The Framework for Achieving Great Results© exists to move organizations:

- From **good to great**
- And from **great to even greater**

This work is not about fixing what is broken — it is about **elevating what is already good** to create greater impact, stronger behaviors, and better results for more people.

As a reminder:

“Good is the enemy of great.”

This framework provides the structure, discipline, and habits needed to ensure progress never stalls — and that achievement becomes the standard, not the exception.

Reflection/Notes:

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