



Connected Excellence

Excellerate works



Introduction

Excellence is the state or quality of excelling. Particularly in the field of business and organisations, excellence is considered to be an important value, and a goal to be pursued.

Being acknowledged as the premier global organisation for excellence is a great accolade but we don't drink our own champagne at Investors in Excellence Ltd (IiE). We're never happy standing still, patting ourselves on the back, feeling comfortable with ourselves, and putting our feet up for a well-earned rest. The next challenge has been set and we're up for it.

Excellence

Excellence is producing your best in any given situation with or without a conducive environment to do so.

We're asked for our working definition of excellence every day because, like you, we see it being used out of context. So, you're good today but what about great, greater, and exemplary?

Excellerate encourages you to give up the good and go for the great. Don't stop there. Then go for the greater, the high-performing, and ultimately outperforming.

Excellerate levels of performance

Any business or organisation, regardless of size, complexity, or location, committed to excellence will be in a much more robust and resilient position to face

an uncertain future.

Any organisation where everyone is encouraged, empowered, and enabled to excellerate together will be in the ideal fit to develop, improve, and grow. The journey to excellence is all about how much each person excellerates their performance over time. Excellerating performance substantially improves work, the workforce, the workplace, and wellbeing. The five levels of excellerated performance starts at the entry level or zero level and improves as performance and strategic leadership increase.



Here's a brief explanation of each level:

Entry level is the minimum level of performance in any role and is the least expected Excellerate level. It's the level of performance many new entrants achieve and regularly is the expected during a period of probation or settling-in. Many businesses assume they have more people performing at this level than they actually have.

Good level is where many businesses expect and accept their people are. In reality, this is the level of performance of many people during periods of change or transformation. The emphasis at this level is one of improving or developing performance. Good level companies are predominantly those unprepared for flexible working.

Great level is where many people begin to believe that excellence works and delivers exceptional results. People start to show the first signs of coming to terms with their work and have more time and interest to devote to other people. Competency-based performance recognises this development and focuses on the differences between those performing at good and great levels.

Greater level is where you see strategic leaders emerging with new ideas to improve their area of responsibility. They start to ask what they do well, what can be done better, and what should be done differently. Innovation is to be strongly encouraged. It's also the point at which organisations realise effective and efficient communication is essential to Excellerating performance. Superb 'push and pull' communication works well at this level.

Exemplary level rightly carries four stars because at this level people are evaluated on results, on what they produce and not on how or when they produce it. At this level, excellence is the glue that holds everything together. People are helping each other to ripple and peak perform. High and outperforming organisations are predominantly learning organisations and at this level successful organisations invest heavily in learning and development. Generally, people are empowered, and decision-making and problem-solving skills come to the fore. Businesses here are aligned to work objectively, where every person knows and works to fulfil the business objectives. Autonomy is high because people are released to accomplish their work their way.

Excellence is where people consistently perform better than anyone else; there's no room for improvement because peak performance has been achieved. The challenge is now to push on and sustain this level. The culture is excellent, staff turnover is low, and health and wellbeing dramatically improve. People find they have time on their hands and CSR, social value and charitable work are all high. Excellence is a prime multiplier and savings are recycled into further improvements in people, performance, productivity, and profit. Excellence is all about better results and bottom-line improvement.

How we can do this

Changing the head, heart, and hands for good.

The current COVID-19 pandemic is changing the way we work for ever. More and more people are entering the long-haul phase of adapting to working remotely, away from the office, and for most, from home. Predominantly, businesses are struggling to be more agile, adaptable, and flexible, and as they ask their employees to work more remotely the majority haven't provided the resources to do so. People are rightly worried, low in confidence, and overwhelmingly exhausted.

We believe that the remote working rush has produced some unhealthy workplaces, where people crave for more human contact with colleagues. The culture hasn't transferred easily from the office to the home, and people feel isolated from colleagues and support networks. The work-life balance is seriously challenged, and, in many cases, the boundary has disappeared. There are real savings in reduced travel, shorter meeting times, and wasteful activities.

There is a real need for a new working culture that works and a better way of working. To

answer these needs and requirements liE developed The Culture of Excellence, The Principles of Excellence, The Excellence Charter, The Excellence Calendar, and SMARTERⁱⁱe ways of working.

Dumping mediocrity

We're never happy with the average, mediocre or ordinary.

liE is passionate about excellence and we know that the happier people are in life and work, the healthier they are. If we get the work-life balance wrong, we end up living to work instead of working to live. There's a lot to learn about living and working better and smarter from great business strategy.

Excellence strategy in a nutshell is all about planning the action and actioning the plan to produce your best in any given situation. This is even more essential in the middle of a pandemic, where resources of time, energy, confidence, money, and motivation are scarcer for many of us. Don't let anyone tell you that just enough is good enough, and don't fall into the trap of believing it either.

Dare to be great

Give up the good to go for the great.

It takes real courage to decide to give up doing just enough and going for the great. Once you adopt a new and excellent approach to work, you'll find you feel happier, healthier, and more positive about life and work.

Here's a little exercise you can do when you've got a minute spare. List the 10 things that matter most in life in their order of importance. Choose the first and plan how you'll change that one thing for better. Look at what you do well, what could be done better, and what should be done differently. Now, do the same for the 10 things that matter most in work. Finally, compare the two lists and the two action plans. For example, what matters most in life is your partner but you're not getting on well with each other: too many arguments, fewer smiles, less laughter, the nice things we once did for each other have stopped. You know what I mean. Action plan – what are we going to do about it?

Raise your game excellently








Excellence is considered to be an important value and a goal to be pursued.

People committed to excellence and really working to raise their game are called ‘Excellence Excellerators’. Excellence Excellerators know the value of MINDSET, where excellence changes everything:

- Moment** when excellence impacts every thought.
- Interest** as excellence helps you to pay attention to everything in life and work.
- Notice** excellence changing the way you think and act.
- Do** as excellence becomes the habit and not the act.
- See** the immediate results.
- Else** as you ask yourself what else will excellence change?
- Train** yourself to be the strategic leader you've always dreamed of being.

The first change excellence produces is a MINDSET change.

SMARTERⁱⁱe is the next step to changing the way you live and the way you work:

Specific	Measurable	Achievable	Relevant	Timed	Excellent	Refined
						

Now add iie to each of these = inform, improve, and engage.

Empowering self and others

Get to thrive, not just survive.

Real leadership isn't easy. It takes courage, motivation, and vision, and these are rare qualities in many people. Leadership is all about relationships, leading by example and building others up. Excellence is all about how effective you are at empowering self and empowering others. Excellence isn't found in working on your own importance, status, or advancement but in tirelessly working to unlock potential.

The most effective leaders are those willing to work to build the environment in which everyone can excel. Objective-based strategy and effective leadership help a business to create a culture of excellence, where The Principles of Excellence are used as a lever for improved performance. The first-of-its-kind leadership Excellerator works to help more and diverse leaders thrive, not just survive.



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