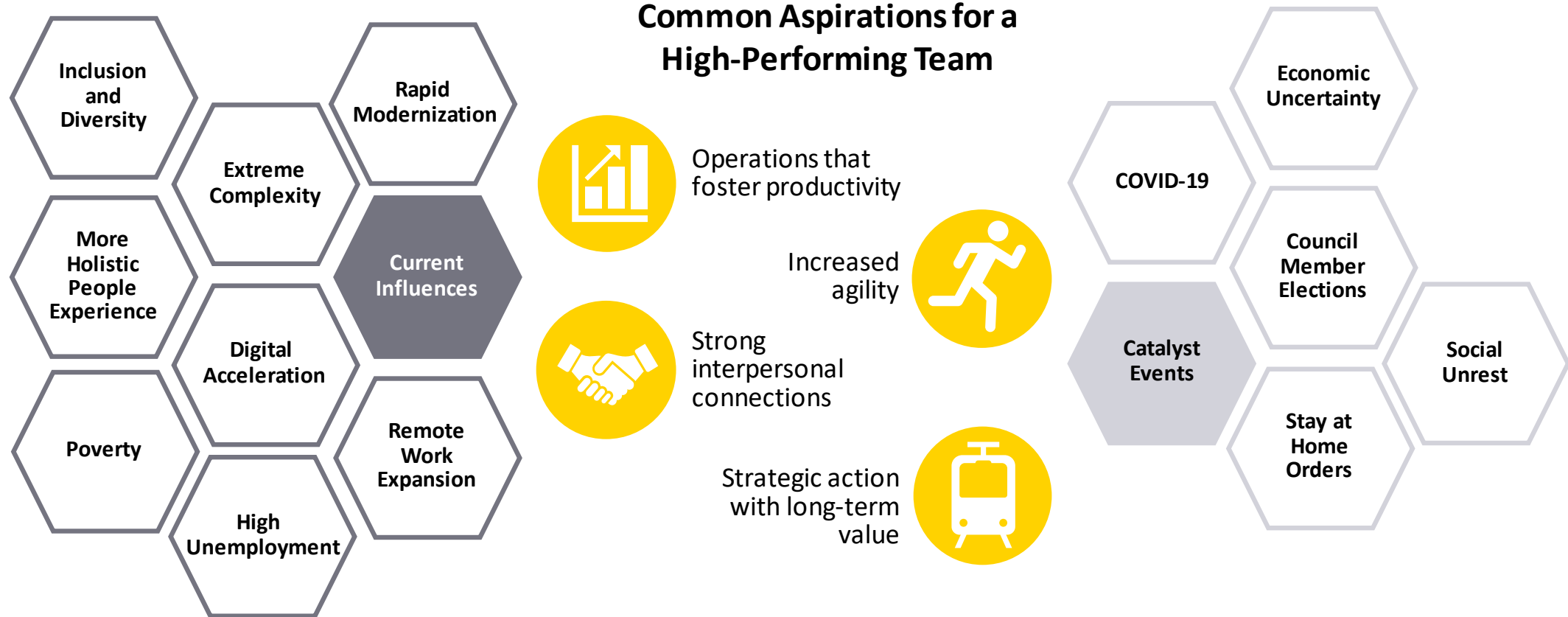


Charlotte City Council – Building a High-Performing Organization

Monday, January 11, 2021

Factors present in the current environment

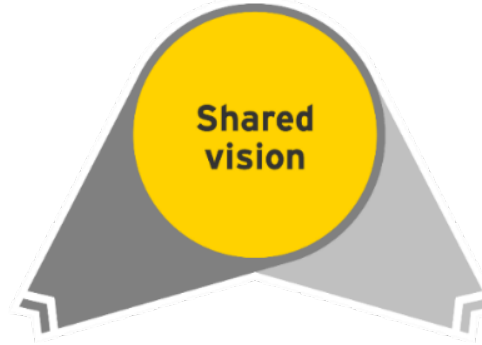


Three defining characteristics of high-performing councils

Highest performing councils are defined by three distinct characteristics.

They are diverse groups of committed and passionate people, brought together in a shared vision and deeply invested in each other's success. As individuals, they bring their own unique experiences, skills, backgrounds and perspectives.

Together they form the right mix of talent to excel in a changing society, solve the most complex challenges, and deliver quality results.



Five winning behaviors

Highest performing councils consistently practice five winning behaviors.

Built on a strong foundation of trust, they challenge themselves to ask better questions that enable new ways of thinking and generate solutions to the most complex problems. Their courage to lead, engage in healthy conflict, commit to decisions and accept accountability for the outcomes, means they get to better results, faster.



Based on The Five Dysfunctions of a Team by Patrick Lencioni. © The Table Group.