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# High Performance Team Culture Survey Results

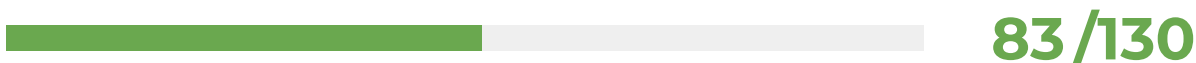
## Village Realty



Leading Property  
Managers Association



# Summary Of Results



The focus of a high performance culture is to align the entire team towards your chosen strategy in order to better achieve your business goals and promote team success.

## Team Results

**50/60**

The team component of the survey captures how the team contribute to a high performance culture and each of them align to this.

## Business Results

**27/55**

The business component captures the frameworks and initiatives that the business offers the team in supporting a high performance culture.

## Leadership Results

**6/15**

The leadership component captures the perspective them team has of their leader and how they engage with the business.

Team Submissions 5 / 5

# Team Survey Results

50/60

1) I understand the business goals and how I contribute to achieving them



2) I like my leader to be available for support and guidance



3) I am comfortable with growth and encourage the business to grow



4) I receive adequate feedback from my clients in order to improve



5) I receive adequate feedback from my leader on job performance



6) I receive support in developing my career to grow and improve



7) I have individual targets to keep me focused on achieving goals



8) I have adequate systems & processes to support me in my role



9) I have a defined job role and know how I contribute to the business goals



10) I am respected at work by my colleagues and my contribution is heard



11) I believe in collaborating with my colleagues to drive better outcomes



12) I received acknowledgement for my hard work



# Business Survey Results

27 /55

13) The business has a dedicated new business team that drives growth



14) The business seeks regular feedback from clients



15) The business has a process to conduct month 1-on-1 reviews with each team member



16) The business offers career planning to encourage personal growth and advancement



17) The business has defined key performance indicators



18) The business has well documented systems and processes



19) The business has position descriptions for each member of the team



20) The business has a behavioural code that is supported by the team



21) The business has a collaboration tool like Slack & Microsoft Team



22) The business has an awards & recognition program for achieving individual and team



23) The business has weekly team meetings



# Leadership Survey Results

6 /15

24) My leader has a business plan and shares this with the team annually



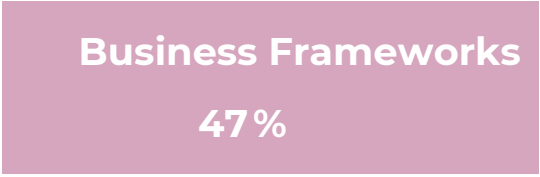
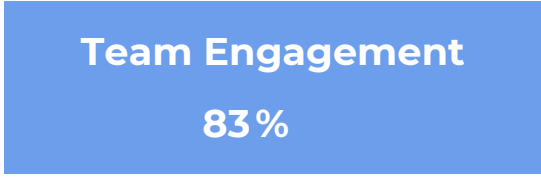
25) My leader is engaged with the business and is available on a daily basis



26) My leader offers regular feedback on how I can improve in my role



# Team Engagement vs. Business Frameworks



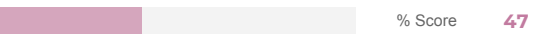
## Performance

A performance culture is driven by team members who are constantly seeking feedback both from their clients and their leaders. These team members have a customer centric focus and are pro transparency towards their clients. They endorse performance management and thrive on its success.

### Team Engagement



### Business Frameworks



## Accountability

The accountability culture attracts team members that are driven by systems and systems thinking. These challenge the status quo and strive for continuous improvement and optimisation. They require a define job role that is driven by key performance indicators to measure and define success.

### Team Engagement



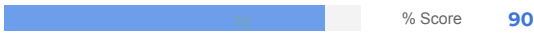
### Business Frameworks



## Collaboration & Learning

A collaboration & learning culture seeks support from their leaders to drive opportunities for upskilling and learning opportunities beyond their current role. They engage in collaboration practices where they can both share, learn and teach with others in the business.

### Team Engagement



### Business Frameworks



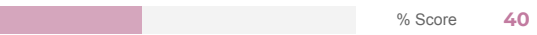
## Engagement

An engaged culture attracts team members that endorse the business leaders goals and mission. They proactively support business opportunities for the better of the business including business growth. They show respect to their peers and naturally receive it from others.

### Team Engagement



### Business Frameworks



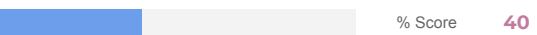
## Recognition

A recognition culture is driven by those that want to succeed. They are career driven and are motivated by the opportunity of career advancement. They support the rewards and recognition process and always offer recognition to their peers.

### Team Engagement



### Business Frameworks



# Team Comments

In one or two sentences, how would you describe your office culture?

- 1 It is a fun place to work but sometimes ti can be hard to get feedback on my job
- 2 Everyone is pretty easy going
- 3
- 4
- 5
- 6
- 7
- 8

What areas do you think your culture is strong?

- 1 It is an open place to work and everyone is very approachable
- 2 Our business owner is always around to ask questions and help us learn
- 3
- 4
- 5
- 6
- 7
- 8

What areas do you think your culture may need improving?

- 1 More structure around performance and feedback
- 2 I'd like to know how I can progress my career
- 3
- 4
- 5
- 6
- 7
- 8

# High Performance Actions

Below we have selected four actions that we feel are a priority for your business based on your team survey results. These actions are fundamental to building a high performance and accountable culture within your team.

**1**

**(T) 13.2 Individual Career Development**

Career development promotes a culture of improvement and advancement. Developing a career plan supports both a high performance culture and a team members personal growth and development

**2**

**(S) 12.1 Implementing team key performance indicators**

Key performance indicators allow the business to plan and measure success and also allow the business to benchmark and performance manage team members to promote a high performance culture

**3**

**(S) 9.1 Documenting a Policy & Procedure Manual**

The business should support a documented policy and procedures manual. This allows decision making to be driven to the lowest level where the expertise is and provides a focal point for training

**4**

**(T) 11.4 Creating team position descriptions**

Creating position descriptions for the team will allow the business to define each role and link the responsibilities from the procedures manual. The business can then recruit the correct personality for each role and promote learning and development based on this



When developing an action plan to prioritise and assign business planning actions that are important to your current strategy, ensure they are assigned an owner and waypoints allocated to allow for continuous checkin and updates on execution.



# How to Interpret Your Results

|                |                   |          |          |       |                |
|----------------|-------------------|----------|----------|-------|----------------|
| Percentage     | 20%               | 40%      | 60%      | 80%   | 100%           |
| Survey Results | Strongly Disagree | Disagree | Not Sure | Agree | Strongly Agree |

## SAMPLE

The **team engagement** score explores what the team members want from their careers and the business. The scores on individual questions are grouped and converted to a percentage. This percentage is an indicator on how aligned the current team is to a high performance culture. A score above 65% would be considered a solid grounding for a high performance team.

The **business frameworks** score explores what the team members think actually happens in the business. The scores on individual questions are grouped and converted to a percentage. This percentage is an indicator on how aligned the business is to a high performance culture. A score above 65% would indicate that the business is promoting a high performance culture through its business frameworks and initiatives.

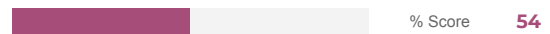
### Collaboration & Learning

A collaboration & learning culture seeks support from their leaders to drive opportunities for upskilling and learning opportunities beyond their current role. They engage in collaboration practices where they can both share, learn and teach with others in the business.

#### Team Engagement



#### Business Frameworks



## SAMPLE

### 16) The business offers career planning to encourage personal growth and advancement



The **average score** is the average result collated from all team members out of 5. A score of 4 or above would indicate that this capability is being supported by the business. A low score would indicate that either the team, business or leader are not currently aligned to a high performance culture.

The **spread** indicates that the team were not aligned on how this is being supported in the business. A low spread of 2 or less would show alignment and a high spread would show inconsistency in the business around this capability.

# Breakthrough Business Program

To continue your business improvement journey, keep working through your Breakthrough Business Program. If you have yet to complete the survey and receive your report, reach out to get started today.

## Your Capability Map

### Your chosen strategy is Hypergrowth

Based on your survey results you intend to follow a Hypergrowth strategy. The Hyper-growth strategy is a hell-for-leather gambit at growth. It involves pulling on all the growth levers across your business at the same time.

Businesses need strong growth and financial capabilities to achieve the Hyper-growth strategy.

We have mapped your current business capability against the ideal capability map for a Hypergrowth business

Compare these two maps to identify which areas need improvement to reach your capability target.



The screenshot shows the LPMA Strategic Action Plan dashboard for Village Realty. The dashboard is organized into five columns: 'Not applicable to my strategy', 'Not a priority', 'To do', 'Doing', and 'In review'. Each column contains a list of action items with progress indicators and status icons.

- Not applicable to my strategy:** Strategic Business Review Report (1), (G) 1.4 New customer engagement through richer data (0/5, 0.5), (G) 1.5 Segmenting the database for targeted marketing (0/5, 0.5), (G) 2.1 Sourcing data to promote new business opportunities (0/5, 0.4), (G) 2.3 Optimizing the website for maximum impact (0/4, 0.6), (G) 2.4 Building business relationships to promote network growth (0/4, 0.3), (G) 2.5 Marketing new business services to existing clients.
- Not a priority:** (R) 24.4 Supporting a workplace discrimination policy (0/5, 0.5), (R) 26.2 Assessing Business Risk (0/2, 0.2), (R) 24.2 Maintaining property compliance (0/5, 0.3).
- To do:** (F) 5.2 Calculating growth potential from sales made by competitor businesses (0/3, 0.7), (Q) 20.1 Demonstrating value to the fee offering (0/5, 0.5), (F) 5.1 Calculating growth potential from sales made by the business (0/3, 0.7), (F) 23.2 Identifying and off boarding unprofitable managements (0/3, 0.6), (G) 2.2 Creating a social media presence (0/4, 0.7), (G) 2.6 Capturing all existing rent roll sales (0/4, 0.6).
- Doing:** (G) 1.1 A succinct way of managing data (0/1, 0.7).
- In review:** (S) 19.1 Conducting shopping on compete (0/4, 0.6), (Q) 18.4 Seeking an client testimonials (0/3, 0.6), (F) 5.5 Understanding growth opportunities (0/3, 0.7), (F) 5.4 Calculating (privately managed) (0/3, 0.7).

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