

“The **BEST** Model”

...for Business Leaders

T

argets for Business



GET KNOWLEDGE

3 Questions for **T**argets

1. What are the 3 big business drivers for you and your teams?
2. Why are these things important to you?
3. How well do these tell you about the reason you are all here?

Satisfaction of Customers



GET KNOWLEDGE

3 Questions for Satisfaction

1. Who are your Customers and how well do you know them?
2. How do they 'FEEL' about your product or service?
3. How do you build and maintain 'TRUST' with your Customer?



Engagement of People



3 Questions for Engagement

1. How well do you support the goals and aspirations of your people/suppliers?
2. How engaged are your people/suppliers with your goals and aspirations?
3. How do you understand great performance and ensure its delivered?

B

ehaviours of the Leader(s)



GET KNOWLEDGE

3 Questions for **B**ehaviours

1. How do your current business habits further the ultimate goals and aspirations of your team?
2. What would great Leader habits look and sound like?
3. How do your current behaviours with your people/suppliers build more Trust?

Bringing it all together



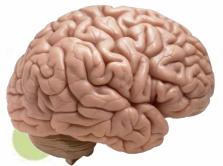
It all starts with your current thinking

T

S

E

B



What we want to understand and how they link

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How we look to understand

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What actions are we undertaking to improve

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