



**FUELING PEOPLE
DRIVING PERFORMANCE
DELIVERING RESULTS**

We combine our love for **people** with our passion for **performance** to achieve extraordinary **results**.

Everyone has a plan until you get
punched in the mouth.

MIKE TYSON



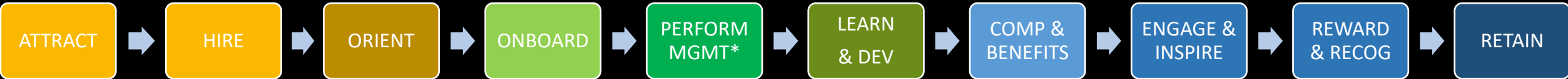


Your current system is perfectly designed
to give you the results you're getting.

W. EDWARDS DEMING



CULTURE | HC VALUE STREAM



RIGHT PERSON | RIGHT THING | RIGHT WAY | RIGHT RESULT



Recruiting:



1. Effects of COVID & Post COVID on hiring managers has been exhausting, but has honed recruiting skills.
2. Skill, Science, & Discipline: Must exercise discipline and resist hiring to fill a position vs wait on right person.
3. Door & Living Room Management.
4. Setup for Success: Job Fit is Job #1
 - Define the role based on Core Four: 1) Values 2) Competencies 3) Accountabilities 4) Metrics/KPIs
 - Defining the Right Role ensures Right Person success.



Onboarding:



1. It's about stewardship – the person & their talents.
2. Influences Retention, Engagement, & Commitment – especially in the first 90 days.
3. Moves a person from the front door into the foyer and then into the living room.
4. Essential to long term success.
5. Often not intentional, defined or executed – Greatest opportunity to influence performance and commitment .



THE FORMULA

$$\text{PERFORMANCE} = \frac{\text{PEOPLE} + \text{PRODUCTION}}{\text{PROCESS}}$$