

CoreX25 Definitions

Five Essential Leadership Platforms

C Culture *Positive*

Culture is the personality and temperament of an organization and is determined by what its people believe and how they think; it is revealed through what is said and done.

Questions to ask: "Who are we?" and "Why do we exist?"

O Operations *Productive*

Operations are made up of all the systems within an organization that produce goods and services for both external and internal customers.

Questions to ask: "What do we do?" and "How do we do it?"

R Results *Profitable*

Results are actual outcomes of intentional goals that are measured, tracked and reported. Results impact and influence (positively or negatively) stakeholders, customers, strategic partners, competitors, industries, and communities.

Questions to ask: "What must be accomplished by when?" and "Who is responsible?"

E Expansion *Purposeful*

Expansion is growing your influence by growing your organization and can be accomplished through a wide variety of means: new products and/or services; additional locations; larger facilities; increased staffing; web-based technologies; networking; strategic partnerships; marketing; etc.

Questions to ask: "How are we positioned for growth?" and "Where can we have more influence?"

X X-factor *Problems & Possibilities*

The "X-factor" is any challenge that has been imposed on the organization from the outside forces of which you have no control. The challenge can be a problem or an opportunity, acute or chronic, intentional or accidental, predictable or unpredictable, regulatory or circumstantial, critical or inconvenient, catalytic or catastrophic. No matter the cause, there is a problem to be solved and/or a possibility to pursue.

Questions to ask: "What is within our control?"; "How can we identify X-factors early?" and "How can we turn a problem into a possibility?"

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Five Universal Teamwork Values

- 1 Clarity**
Communication, Understanding & Buy-in

You have clarity when the message received is exactly the same as the message sent and it is heard in the context and tone that was intended.

Questions to ask: "Did they hear what I intended them to hear?"; "Do they know what I need them to know?" and "Do they believe what they've heard?"
- 2 Cohesiveness**
Trust, Respect, Accountability & Teamwork

Cohesiveness exists when team members trust each other and value diversity in skills, knowledge, personalities and perspectives. They believe they can accomplish a lot more, both in quantity and quality, by working well together.

Questions to ask: "Do team members enjoy working together?"; "Do team members celebrate each other's successes?" and "Do team members hold each other accountable for doing their job well?"
- 3 Character**
Integrity, Dependability, Consistency & Attitude

Character is demonstrated when team members believe in and practice the "Golden Rule" with individuals, the organization, vendors, customers and anyone else they encounter.

Questions to ask: "Do team members have positive attitudes?"; "Do team members take responsibility for their action?" and "Are team members honest and respectful in their interactions and reporting?"
- 4 Competence**
Skills, Experience, Knowledge & Innovation

Competence strives for world-class performance. Team members are personally committed to excellence and the excellence of their team. They learn from their mistakes and feel secure enough to share what they've learned with others. They are not afraid of being challenged and are energized by discovering innovative solutions to complex problems.

Questions to ask: "Are team members excited about learning new skills?"; "Do team members evaluate processes and outcomes to look for ways they could be improved?" and "Do team members have world-class training and tools?"
- 5 Capacity**
Growth, Potential, Flexibility & Care

Team members can function at full capacity when they have a personal care and growth plan that enables them to give 100%, 100% of the time. They offer to serve the organization where they are most needed and will offer to go the extra mile without being asked. In turn, the organization cares about its team members and actively provides opportunities and resources to strengthen them physically, mentally, emotionally and spiritually. Team members have everything they need professionally and personally to be successful at their job.

Questions to ask: "Do team members have a personal care and growth plan?"; "What is the organization doing to assure the overall wellbeing of their team members?" and "Is there redundancy in equipment, skills and resources, as well as contingency plans in place for all operations (from suppliers to customers)?"