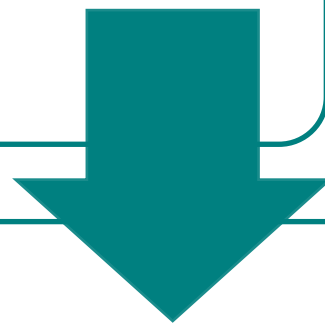


What needs to be achieved?

- What is done regularly?
- What has the greatest impact on the business?
- What has the greatest impact on the performance of the team?
- What is the hardest to do?



How is that achieved?

- What behaviour do you see from a good performer?
- Get REALLY specific - what does that behaviour look like? Sound like?
- How do they approach their work?
- How do they interact with their colleagues?



What motivation & values drive this?

- What's important to the business and how it operates?
- What kind of motives and values operate most effectively there?
- To the manager, high performers and candidates: What is really important to you in your work? Why are those things important?