

## Being-Intrinsic

- -Re-confirm Mission & Vision
  - -Understand your purpose
- -Evaluation of where you are, where you want to be and why

## Having-Systemic

- -The right competencies and behaviors
  - -Pride and satisfaction
  - -Well-defined processes
    - -Customer referrals
      - & retention

SP Model



## Doing-Extrinsic

- -Plan your work and work your plan
  - -Communicate
  - -Measure while in process
- -Ownership, accountability and commitment