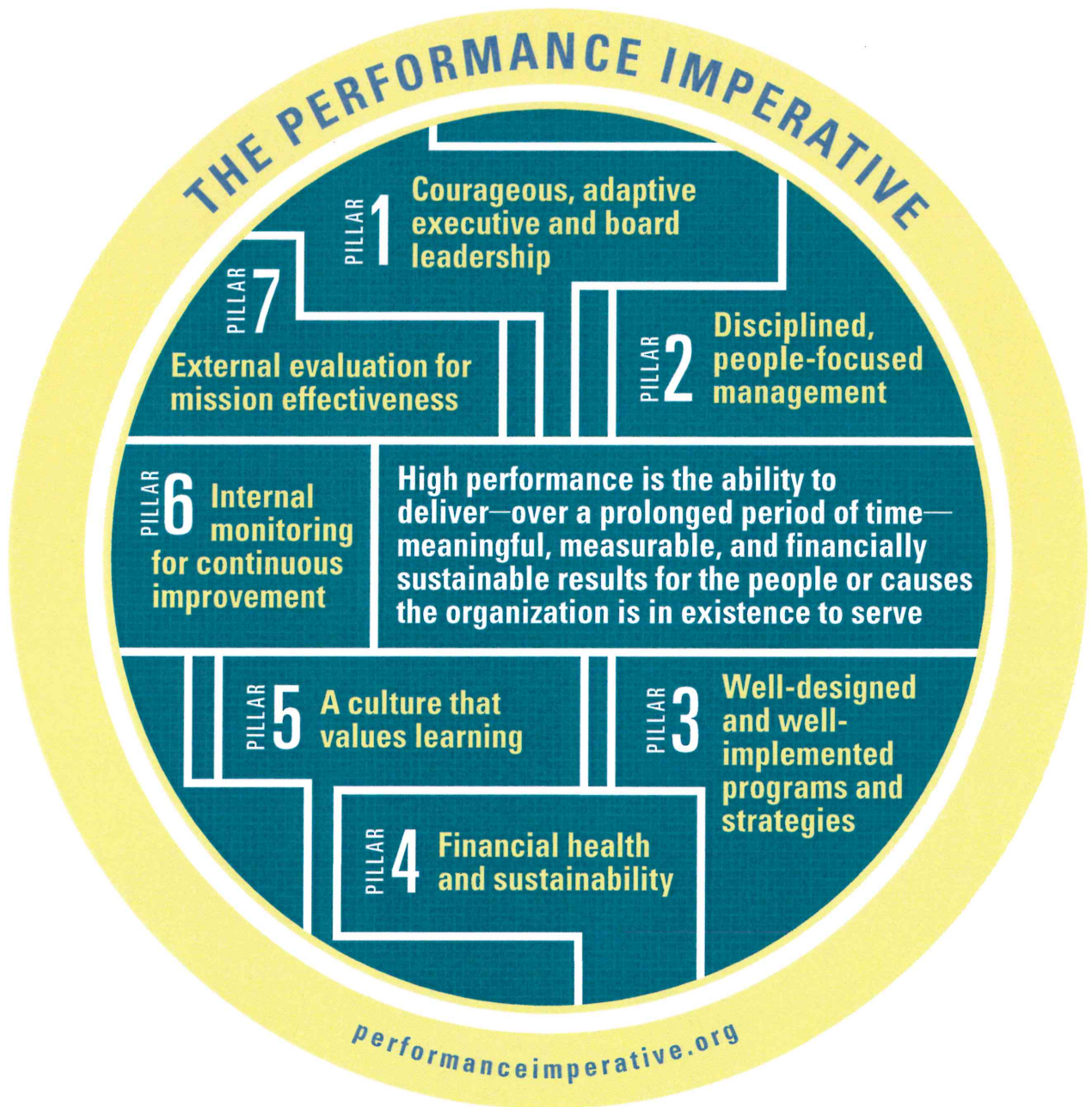


THE DEFINITION AND PILLARS OF HIGH PERFORMANCE



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PERFORMANCE
THE
IMPERATIVE

THE DEFINITION AND PILLARS OF HIGH PERFORMANCE

OUR COMMON DEFINITION OF 'HIGH PERFORMANCE'

High performance is the ability to deliver—over a prolonged period of time—meaningful, measurable, and financially sustainable results for the people or causes the organization is in existence to serve

THE SEVEN PILLARS OF HIGH PERFORMANCE

Organizations that commit to pursuing high performance generally make the most progress by cultivating seven core disciplines:

- **Pillar 1:** Courageous, adaptive executive and board leadership
(the preeminent pillar)
- **Pillar 2:** Disciplined, people-focused management
- **Pillar 3:** Well-designed and well-implemented programs and strategies
- **Pillar 4:** Financial health and sustainability
- **Pillar 5:** A culture that values learning
- **Pillar 6:** Internal monitoring for continuous improvement
- **Pillar 7:** External evaluation for mission effectiveness

Note: We recognize that even the most exemplary high-performance organizations do not excel in all seven pillars equally or simultaneously.