



## Discipline 4: **REINFORCE CLARITY**



### Overview

For an organization to be healthy, organizational clarity (the six critical questions) must become embedded into the fabric of the organization. All human systems must reinforce the answers to the six critical questions in order to keep them alive and ingrained in the organization. Systems in the following areas need to tie to the six questions: Recruiting and hiring, managing performance, compensation and rewards, and real-time recognition.

Human systems should be flexible and not overly bureaucratic. Instead, human systems should reflect and reinforce the uniqueness of the organization's culture and operations.

Review the checklist to see if your company needs to address their human systems:

- The organization has a simple way to ensure that new hires are carefully selected based on the company's values
- New people are brought into the organization by thoroughly teaching them about the six elements of clarity
- Managers throughout the organization have a simple, consistent, and nonbureaucratic system for setting goals and reviewing progress with employees. That system is customized around the elements of clarity
- Employees who don't fit the values are managed out of the organization. Poor performers who do fit the values are given the coaching and assistance they need to succeed
- Compensation and reward systems are built around the values and goals of the organization

If two or more of these statements are not true in your organization, address your humans systems. Click here for the complete organizational health [check list](#).