Creating a Sustainably High-Performing Workplace

A resource for HR, People & Culture Leaders

Sustainable high performance is not just about individual effort, it's a system-level challenge. True, long-term success depends on leaders and teams being able to navigate the tension between system driven demands and the human conditions needed to human conditions needed to thrive over time.

Based on insights from **Dr. Feyona Lau (High Performance & Wellbeing Director)** and workplace psychologist **Kate Connors (Executive Coach & Leadership Strategist)**, here are:

5 practical actions to enhance high performance in your organisation:

1. Understand what's really going on

You can't fix what you don't understand. Use HR and engagement data to uncover what's working, where pain points lie, and how people are experiencing work.

👉*Data-backed insights empower leaders to act with clarity and focus on the root cause and real issue.*

2. Set clear goals & expectations

Clear priorities reduce stress and help people stay aligned. When expectations are transparent, accountability increases, and performance lifts.

👉*Clarity is kindness, it supports psychological safety and sharp execution.*

3. Build a culture of open communication

Open conversations drive trust, innovation, and agility. Create space for feedback, problem-solving, and honesty, especially in uncertainty.

👉*Communication is not just an HR tool, it's a leadership discipline.*

4. Create a positive, motivating environment

Recognise effort. Celebrate wins. Support career growth. Promote inclusion. When people feel valued and seen, they bring their best to work.

👉*Wellbeing and performance are not trade-offs, they're interlinked.*

5. Support your leaders to lead well

Leaders set the tone, but they can't give what they don't have. Design systems that empower leaders with the right support, clarity, and wellbeing tools.

👉*Sustainable high performance starts with sustainable leadership.*

Helpful Tools, Research & Frameworks

Thrive at Work: Evaluate how your organisation supports mental health and thriving.

SMART Work Design: Redesign work for motivation, clarity, and connection.

Leadership System Review:

Understand if your leadership structures enable success or block it? R Our Leadership systems ok?

– A preliminary investigation in recognition of R U OK? and World Mental Health Days, 2024.

Explore more at Sharp & Carter Rethinking Leadership, Risk and Resilience in the Workplace

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