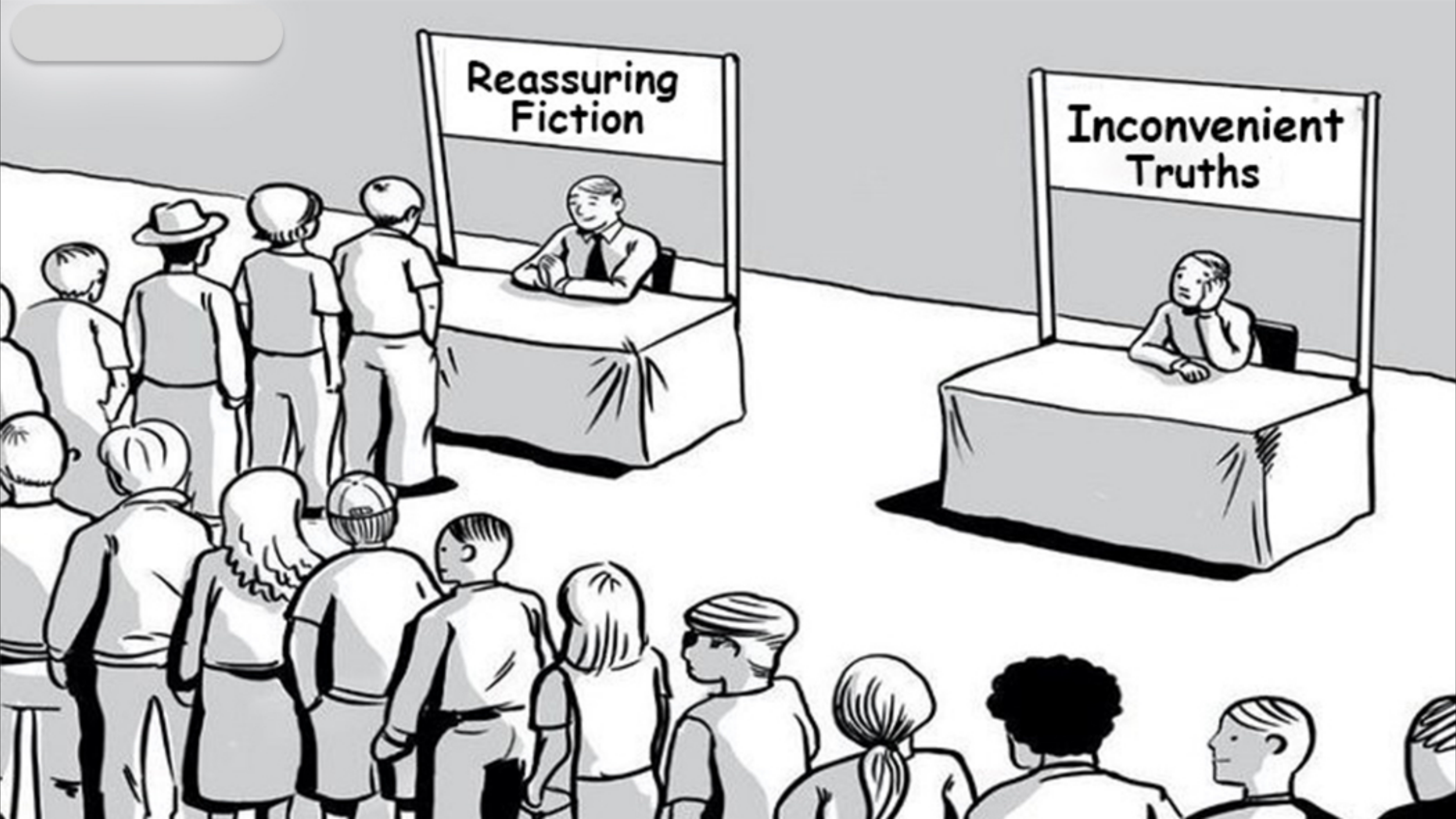


# THE HUMAN FACTOR

THE MISSING LINK IN HIGH PERFORMANCE

KEITH D'AMELIO



Reassuring  
Fiction

Inconvenient  
Truths

“The truth is like poetry.....and people hate poetry”

-UNKNOWN

A black and white photograph showing two men in a physical struggle. The man on the left is wearing a tank top with the word "FIVE" visible. The man on the right is wearing a tank top with the number "12" visible. The man on the right is grabbing the neck of the man on the left. The background is dark and out of focus.


# STOCKDALE PARADOX

“Technology does not solve problems, people solve problems.”

–PATRICK WARD

A close-up, low-angle shot of a basketball player in a green jersey with yellow and white stripes on the sleeves and hem. The player is dribbling a yellow basketball with both hands, looking intently to the right. The jersey features a Nike swoosh on the right chest and a GE logo on the left. The background is dark and out of focus, suggesting an indoor arena.

# PRINCIPLES FOR TRAINING MONITORING



# STAKE-HOLD-ER

NOUN

PLURAL NOUN: STAKEHOLDERS



# MANAGEMENT

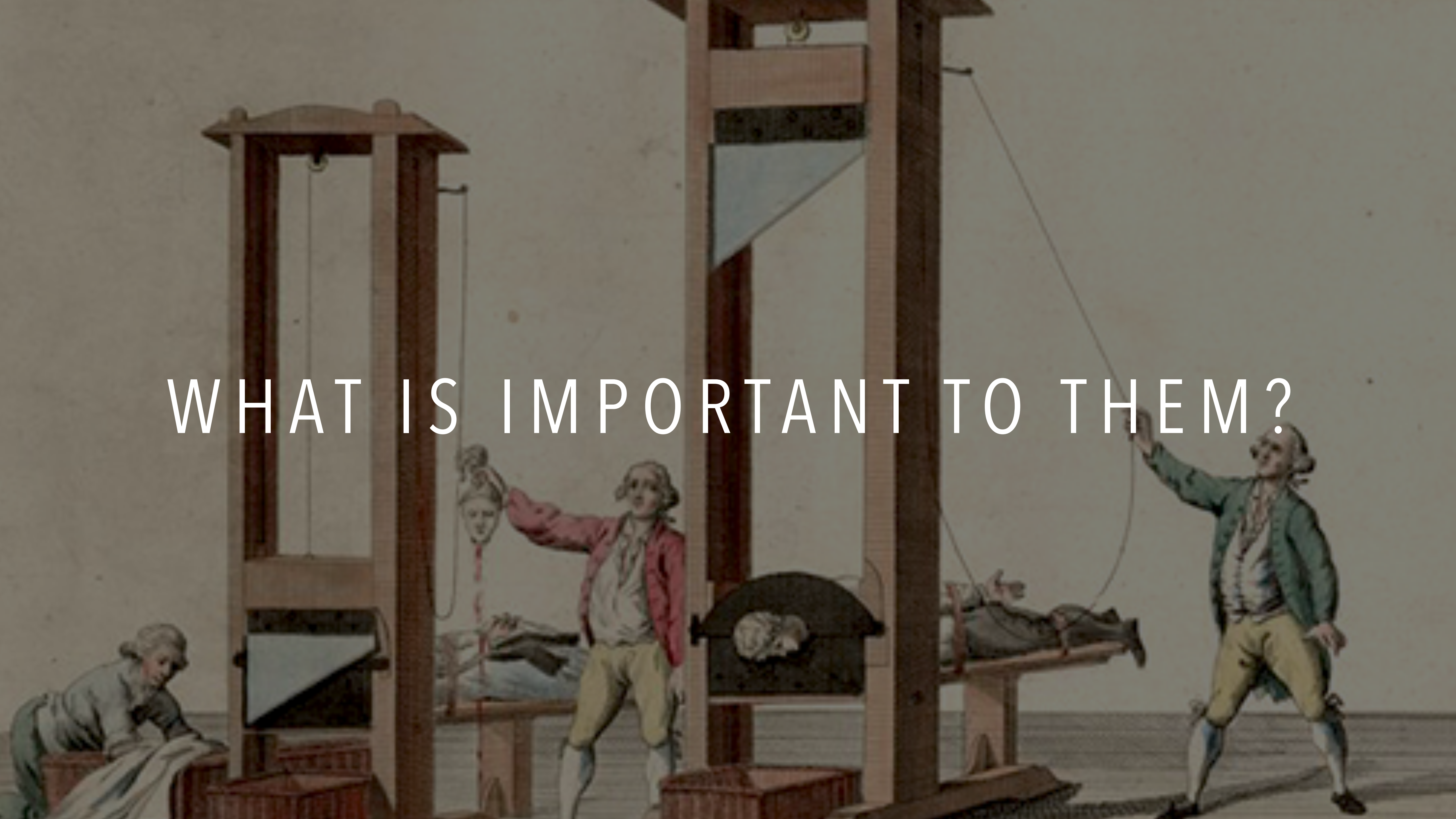
A silhouette of a telescope on a tripod is positioned on the right side of the frame, pointing towards the upper right. The background is a dark night sky filled with numerous stars and the prominent, colorful band of the Milky Way galaxy stretching across the upper half of the image. The foreground shows the dark silhouette of grass. The text "WHAT IS IMPORTANT TO THEM?" is centered horizontally across the middle of the image in a white, sans-serif font.

WHAT IS IMPORTANT TO THEM?




# COACHES

WHAT IS IMPORTANT TO THEM?



“The probability of qualified, experienced coaches recalling critical events accurately is 59.2%.”

–LAIRD & WATER, 2017



# PLAYERS

A close-up photograph of a basketball resting on a wooden floor. The ball is positioned on the left side of the frame, and its reflection is visible on the polished surface of the floor. The background is dark and out of focus. The text "WHAT IS IMPORTANT TO THEM?" is overlaid in white, uppercase letters across the center of the image.

WHAT IS IMPORTANT TO THEM?

MANAGING COMPLEX CHANGE

# Managing Complex Change

Vision + Skills + Incentives + Resources + Action Plan = Change

■ + Skills + Incentives + Resources + Action Plan = Confusion

Vision + ■ + Incentives + Resources + Action Plan = Anxiety

Vision + Skills + ■ + Resources + Action Plan = Resistance

Vision + Skills + Incentives + ■ + Action Plan = Frustration

Vision + Skills + Incentives + Resources + ■ = False Starts

A CULTURE OF EXCELLENCE



AN ORGANIZATIONAL VISION IS  
COMMUNICATED & UNDERSTOOD

A large shark, likely a Great White, is swimming in clear blue water. The shark is positioned in the center-left of the frame, facing right. The water is a deep, clear blue, and the shark's body is dark grey with a lighter underbelly. The text "CLEAR PURPOSE & MEANING" is overlaid in white, bold, sans-serif capital letters across the middle of the image, partially obscuring the shark's body.

CLEAR PURPOSE & MEANING



MASTERY OF ROLES  
& FOCUS ON HIGH PERFORMERS

A close-up photograph of an alligator's head, showing its textured, scaly skin and sharp teeth. The alligator is looking slightly to the left. The text "RESILIENCE TO CHANGE & CHALLENGES" is overlaid in white, uppercase letters across the center of the image.

RESILIENCE TO CHANGE  
& CHALLENGES



# HIGHLY COLLABORATIVE TEAMS



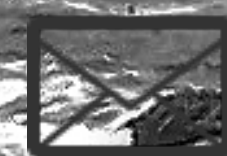
PIONEER MENTALITY



“People do not decide to become extraordinary.  
They decide to accomplish extraordinary things.”

—SIR EDMUND HILLARY

# THANK YOU



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