



# EMPLOYEE PLAYBOOK

How We Work Together

*A customizable guide to your cultural expectations and performance standards*

[www.elevaredynamics.com](http://www.elevaredynamics.com)



# HOW WE MEASURE PERFORMANCE



## The Foundation: Define Your Core Behaviors

Identify 4-5 behaviors that define how your team should work together. These are non-negotiable standards of conduct and interaction.

## The Skills: Map Your Performance Drivers

Organize skills into 2-4 categories (e.g., Leadership, Teamwork, Client Focus). These are the competencies required to excel.

**Equal weight in performance reviews: 50% behaviors (how you work) + 50% skills (what you deliver). This is the Make Chaos Optional™ difference.**



# EXAMPLE: CORE BEHAVIORS

## 1. ASSUME GOOD INTENT

Ask clarifying questions before reacting • Pause to consider context • Give colleagues the benefit of the doubt in disagreements

## 2. START WITH YES

Lead with 'yes, and...' rather than immediate objections • Offer solutions instead of blocking ideas • Explore options before saying 'no'

## 3. ONE TEAM (SYNCHRONIZED SWIMMING)

Prioritize team success over individual swim lanes • Understand how your work connects to broader organizational goals • Support colleagues outside your function

## 4. LEADERSHIP AT ALL LEVELS

Take ownership of problems, not just tasks • Mentor and develop colleagues • Speak up: share ideas, flag issues, propose solutions

## 5. CONNECTIVITY & AWARENESS

Understand your role within the broader ecosystem • Connect individual work to business goals • Stay informed about market trends and competitive landscape



# EXAMPLE: SKILL CATEGORIES

## LEADERSHIP

- Strategic thinking: Seeing the big picture and aligning work to goals
- Decision-making: Sound judgment under pressure with multiple perspectives
- Vision & direction: Inspiring and guiding others toward outcomes
- Problem-solving: Diagnosing root causes and developing solutions

## TEAMWORK

- Collaboration: Working effectively across functions to achieve objectives
- Communication: Clarity, transparency, and active listening
- Accountability: Taking ownership of commitments and following through
- Emotional intelligence: Self-awareness and navigating interpersonal dynamics

## CLIENT FOCUS

- Service orientation: Understanding and meeting internal and external client needs
- Market awareness: Understanding competitive position, industry trends, and landscape



# YOUR PLAYBOOK: CORE BEHAVIORS

*Customize this template for your team*

## 1. [BEHAVIOR NAME]

*[Add 3-4 specific behavioral examples]*

## 2. [BEHAVIOR NAME]

*[Add 3-4 specific behavioral examples]*

## 3. [BEHAVIOR NAME]

*[Add 3-4 specific behavioral examples]*

## 4. [BEHAVIOR NAME]

*[Add 3-4 specific behavioral examples]*



# CATEGORIES

*Customize this template for your team (use 2-4 categories)*

## [SKILL CATEGORY 1]

*[Add 3-5 specific skills with definitions]*

## [SKILL CATEGORY 2]

*[Add 3-5 specific skills with definitions]*

## [SKILL CATEGORY 3]

*[Add 3-5 specific skills with definitions]*

Pro tip: Organize skills into 2-4 meaningful categories relevant to your business. Be specific with definitions so teams can measure progress.



# READY TO BUILD YOUR PLAYBOOK?

The Employee Playbook is a proven tool to turn culture into measurable performance.

Behaviors + Skills = High Performance

Simple, printable, desk-ready

50/50 weighting in performance reviews

Tested across financial services and beyond

[www.elevaredynamics.com](http://www.elevaredynamics.com)

*Schedule a discovery call to customize this playbook for your team*