



**EXCELLENCE IN PERFORMANCE**





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# THE "REAL" WORLD...

- 74% of people are indifferent/disengaged
- Cost = \$ 300 billion per year!!!
- We change jobs 5-10 times!
- We count the days to retirement...
- Why?!
- What is missing?!?!?



WHAT IS MISSING IS...

PASSION!!!

Mind + Heart = Passion!

How?!



# WE NEED AN "ADVANTAGE"!

- People make a difference
- "Engaged" people make a "positive" difference

↓  
"Engage": to attract and hold interest; to cause to participate, to connect or interlock with.



# THEY:

- Stay with the organization
- Perform at higher levels
- Influence others to perform well
- Deliver outstanding results





ANATOMY OF  
PASSIONATE PERFORMANCE



# ANATOMY OF PASSIONATE PERFORMANCE

- “P.P.” is achieved when members are fully engaged - when they demonstrate a strong sustained intellectual and emotional attachment to their work.
- 26% of US employees are fully engaged at any time
- 19% are actively disengaged!!!
- Result: You eat it, drive it, wear it, touch it, etc...



# THE "ENGAGEMENT CHALLENGE"

## Effects of Disengagement

1. Increased turnover
2. Late/tardy
3. Low morale
4. Burnout
5. Complacency
6. Finger-pointing
7. No accountability/responsibility



# SOLUTION: ENGAGE

Everyone has:

Intellectual needs

- achievement
- autonomy
- mastery

Emotional needs

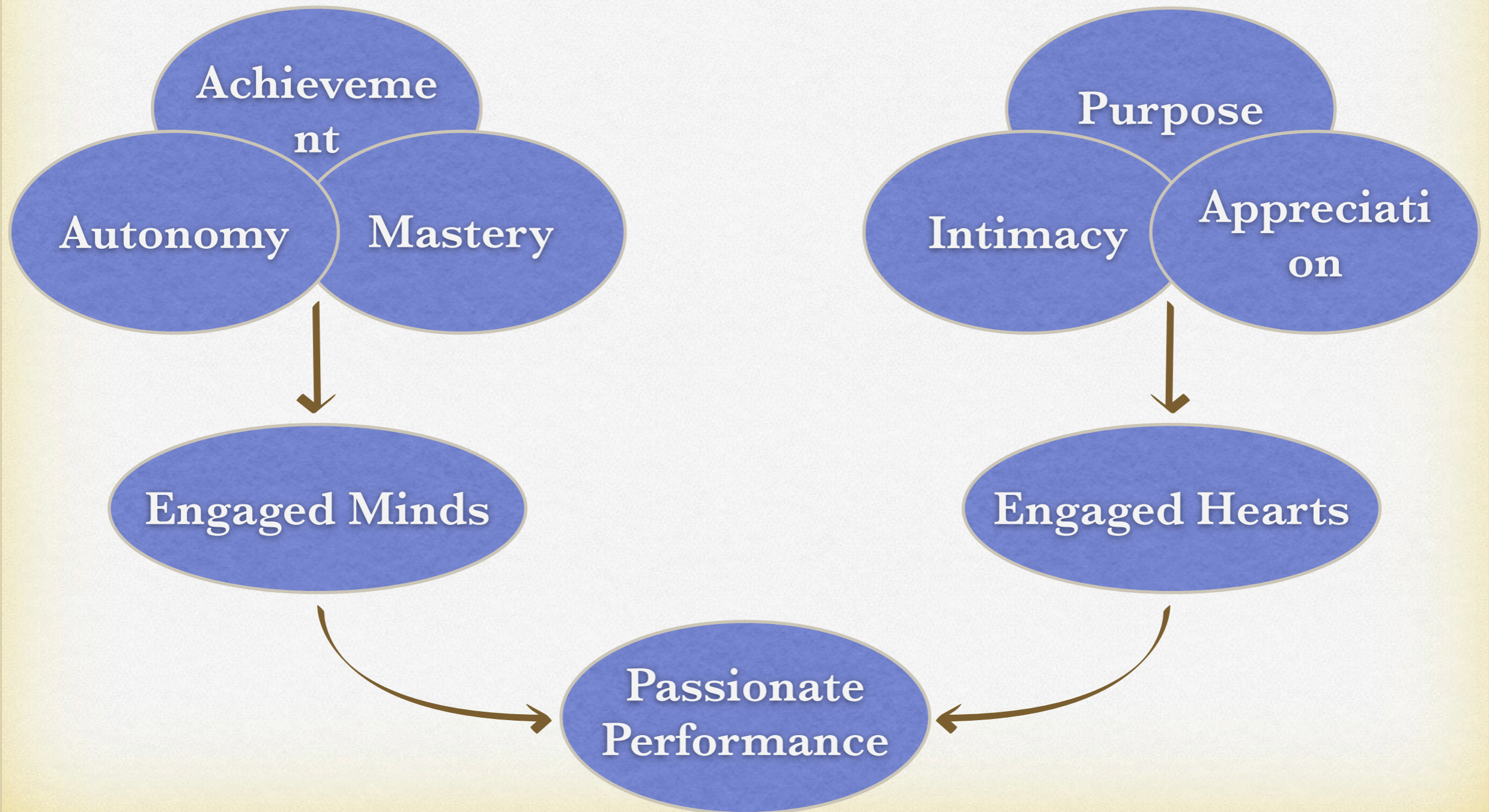
- purpose
- intimacy
- appreciation

Interdependent!

- You must fulfill all 3 needs
- You then must engage both sides!



# THE “SECRET”







*“I ALWAYS FELT THAT MY GREATEST  
ASSET WAS NOT MY PHYSICAL ABILITY;  
IT WAS MY MENTAL ABILITY.”*

~BRUCE JENNER~  
GOLD MEDAL OLYMPIC DECATHLETE







# ENGAGING THE MIND



A)

# ACHIEVEMENT (OUTCOME)

## *Step 1.* Eliminate barriers

- Get out of the way!
- Provide resources
- Match authority to responsibility
- Be decisive

## *Step 2.* Define clear goals and focus

- K.I.S.S.!
- Distractions kill
- Structure for success



*B)*

# AUTONOMY (PROCESS)

- Give up control to gain control
- Involve them!
- People support what they help create
- Trust
- Clear boundaries
- Use your values!!



C)

# MASTERY

(NEED!)

*Happens when:* ● Ability, interest and work ethic join forces

*Do:* ● Match people with task  
● Combine tasks/create interest  
● Streamlined process  
● Expect results!

*Teach:* ● Mastery is a general step by step process  
● Variety of “techniques”  
● Layer the experiences  
● Achieve results “through” others!

*You:* ● Engage them!  
● Share your experiences  
● Look for “opportunities” to teach/learn  
● Challenge them in every way, every day



*“Darren Sproles is too small  
for Division I Football”*

*~1999, Anonymous Big XII Coach*



*K-State 35 - OU 7*

*2003 Big XII Championship*

*Darren Sproles*





ENGAGE THE HEART



# ENGAGE THE HEART

- Most difficult
- Softer side of leadership
- More difficult to grasp
- Presents the emotional side of people
- Based on connections!!

Requirement: Leadership focuses on relationships



# BASIC EMOTIONAL NEEDS

1. Purpose
2. Intimacy
3. Appreciation

*“We are the Band/Team/School, but we work with people.”*



1)

# PURPOSE

- Develops when: we give members a compelling purpose and then help them connect with it emotionally
- “LBWA” (Leadership By Walking Around)
  - Listen
  - Watch
  - Learn
- *You:* Build the bridge...



# ...BIGGER PICTURE?

- Role of group
- What do they provide to the whole?
- Focus/concentrate on “our role”



# “ROLE” AND “PURPOSE”

- Connect the two
- Help them stay focused
- Prioritize
- Time and energy are priceless



2)

# “INTIMACY”

- Basic human need, makes us feel connected, part of something bigger

*How:*

- Build relationships
- T-shirts
- Cheers/Moves
- Traditions

*Result:* Connections formed, bonds forged, happy people, quality happens



# 3) “APPRECIATION”

- Fundamental human need
- We all want this

## Two Strategies

1. Appreciate contributions
2. Appreciate the person



# HOW?



1. Look for opportunities
2. Catch the “good things”
3. Reinforce those behaviors you want to see more of



You have complete control over this at no cost!!

Suggestions:

1. Say “thank you”
2. Encourage their ideas
3. Give a choice of duties/tasks
4. Facebook “warm fuzzies”
5. Tell all success of 1!
6. Section lunch/dinner/party!!
7. Learn something new about your people



# “LEADING THE WAY”

- Find ways/strategies to address needs
- Huge responsibility
- Long-term process
- One basic need at a time
- The start is the biggest hurdle

*“A lunar voyage is about a half million miles round-trip. More energy is spent in the first few seconds than the rest of the trip!”*



# COMMIT TO CHANGE!

1. Look for opportunities
2. Eliminate barriers to achievement
3. Recognize someone everyday
4. Ask for one suggestion everyday
5. Supplement structure
6. Review structure weekly
7. What changes can we make to get better





*“EMPTY POCKETS NEVER HELD  
ANYONE BACK. ONLY EMPTY HANDS AND  
EMPTY HEARTS CAN DO THAT.”*

~NORMAN VINCENT PEALE~  
AUTHOR AND SPEAKER





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