

# THE VISTAGE WAY

Vistage helps Members become better leaders, make better decisions, and get better results for a better work/life balance.

EMBRACE THE GROUP “FUNDAMENTALS/BEHAVIORS”. The Fundamentals/Behaviors” described here outline the core behaviors that create a truly extraordinary Vistage Group.

## 01 This is Your Day - Make the Most of Every Meeting!

Know you deserve to be able to take 1 day to “Sharpen the Saw” – not only do you deserve it – you need it – your employees need it – your business needs it – and so does your family. This is Your Day To Work “On” You and Your Business.

## 02 Confidentiality.

Hold Group confidentiality sacred.

## 03 Keys to a Successful Group Culture.

Talk Straight, Demonstrate Respect, Create Transparency, Right Wrongs, Show Loyalty, Deliver Results, Get Better, Confront Reality, Clarify Expectations, Practice Accountability (we give each other permission to hold each other accountable), Listen First, Keep Commitments, Extend Trust!

## 04 Let Yourself Be Vulnerable.

Vulnerability is the courage to let people see your imperfect, authentic self. Be vulnerable. We have the option to bring any issue, personal or professional, affecting us to the Group for discussion or assistance.

## 05 Be Carefrontational - Encourage All to Participate.

Seek and give feedback graciously and concisely for the success of our Group depends on feedback. We give our fellow Members permission to ask any questions and make any statements they deem appropriate pertaining to our issues/opportunities. Seek first to understand the story behind your fellow Members' beliefs that are stopping or guiding them. Remember that the quality of the answer is directly related to the quality of the question. Personalities differ, encourage the quieter Members to provide feedback. More outgoing Members need to be mindful of overly dominating the discussion. If you disagree, do it visibly, and in the moment (No Pairing). Ask the “tough question” – “tell it like it is” being honest is more important than being nice -- this shows you care. All feedback is a gift. Accept it as such.

## 06 Know Your Group Members Personally as Well as Professionally.

There is a wealth of knowledge and personal experiences in your fellow Members. To “Get/Give” the most out of Vistage you need to know your fellow Members - both their business and their personal lives. Once a year have a breakfast, coffee, lunch, beer, ball game with every Member. If your schedule is tight, get together with 2-3 at the same time!

## 07 Be Prepared and Plan for Meetings & Host Presentations.

Know your goals. Have a plan for every meeting (121 and Group). Read the agenda in advance and always prepare with a question, issue/opportunity, or challenge to share or discuss. Host Presentations are important - share financials, KPIs, business plan, and “One Page Goals Summary” that includes your personal goals so fellow Members know your company and you.

## 08 Put Your Vistage Experience to Work - Take it Home and Report Back.

There are endless opportunities to learn and improve you and your business – Speakers, Fellow Members, Vistage Summits, your Chair, etc. Take ownership for finding and delivering value – bring it back to your company and put it to work. Share with the Group ways that you’ve implemented Vistage experiences in your company.

## 09 Be Present.

To be present you have to be at the meeting – Physically and Mentally. In the words of a well tenured Vistage Chair “an empty seat adds no value to the Group”. Return from breaks on time and stay until the meeting ends so that no one misses your insights. Show respect for the speaker and your fellow Members by staying present and engaged and by not checking electronic devices.

## 10 Commitment.

The commitment is between you and the Group and includes the following key points: We commit to support each other to become better leaders and better people. Arrive on time for breakfast on meeting days to “catch-up” and stay for the entire meeting. Let the Group and Host know at least 3 days in advance if you are unable to attend a meeting and e-mail out a 30-day update to the Group prior to missing a meeting. Respond to Member/Chair e-mails, texts, calls, and 1-2-1 appointment scheduling within 24 hours. Attend at a minimum 9 out of 12 Group meetings each year and the Group Retreat and 1-2-1s.

## 11 Continuously Strengthen the Group.

Strong Members strengthen the Group. “A” Players recruit “A” Players – the same is true for our Group. Make 2 potential Member recommendations per year with the goal of having 16 Members. Ask yourself, “Who is missing?” and then work with fellow Members and the Chair to fill that void. Assist with the integration of new Members by making them feel welcome and reaching out to them for a “Buddy Lunch”, phone call, e-mail, in their first month.

## 12 Feedback Loop - Feedback - Feedback.

Give feedback and welcome feedback. Regularly provide feedback on how the group is performing. We all need to improve --- that includes the Chair. **IT MAKES US ALL BETTER!**