

Rethink Performance



Many organisations measure success through participation, membership growth, customer numbers, or Net Promoter Scores. These metrics are important – but they are lag indicators. They tell us what happened, not why it happened.

At Innovate Wisely™, we help organisations focus on the drivers that shape these outcomes.

Trust → Energy

When trust is present, people commit effort, enthusiasm and collaboration.

Energy → Knowledge

When teams are engaged and open, they share feedback, experiences and observations. This creates the raw information that can become knowledge.

Knowledge → Participation

When insight is converted into knowledge (through tools like the Trust Analyser™ and Knowledge Canvas™), leaders make better decisions about programs, services and experiences. Those improved decisions lead to better experiences.

Participation → Growth.

Participation and customer growth are therefore the outcome of a well-functioning system.



At Innovate Wisely™, we understand that:

→ Participation and customer growth are not driven by metrics – they are the outcome of trust, energy and knowledge working together inside the organisation.

Lee Foster is the founder of Innovate Wisely™. If this perspective resonates, she would welcome a conversation to explore how it could apply for you.



Book a call now: innovatewisely.com/book-a-consult or for more information head to our website: innovatewisely.com