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Delivering CHANGE through PERFORMANCE MANAGEMENT

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Stand 721

Turning strategy into action on the front line

Is your Performance Management going to CHANGE anything….

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The intention

- Everyone knows WHAT they should be doing
- Everyone understands HOW they should be doing it
- Everyone is held ACCOUNTABLE

Strategy is becoming ACTION and organisational performance is improving

The reality

- Goals out of date/ irrelevant
- Behaviour all over the place
- Engagement dropping
- Productivity stalling
- Performance management processes divorced from operations

Impact on organisational performance hard to discern

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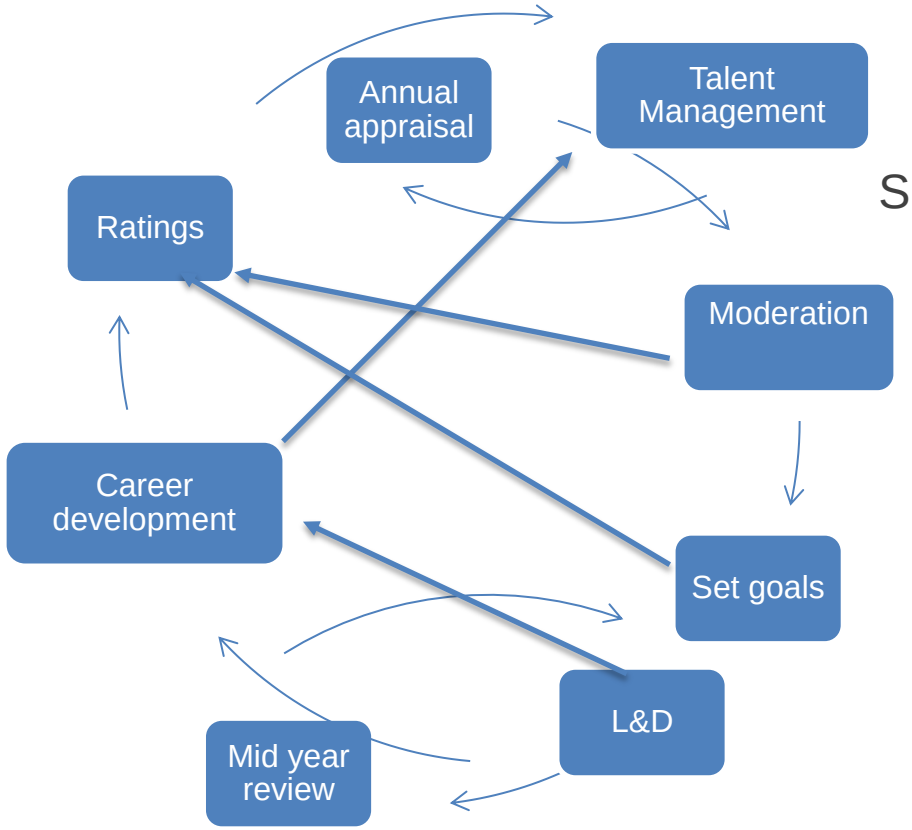
Current processes typically show multiple over-lapping cycles focused on feeding L&D, talent and other HR processes

HOW DOES THIS HELP IMPLEMENT CHANGE?



Succession plan?

Reward?
PRP?

Supported by regular 121s

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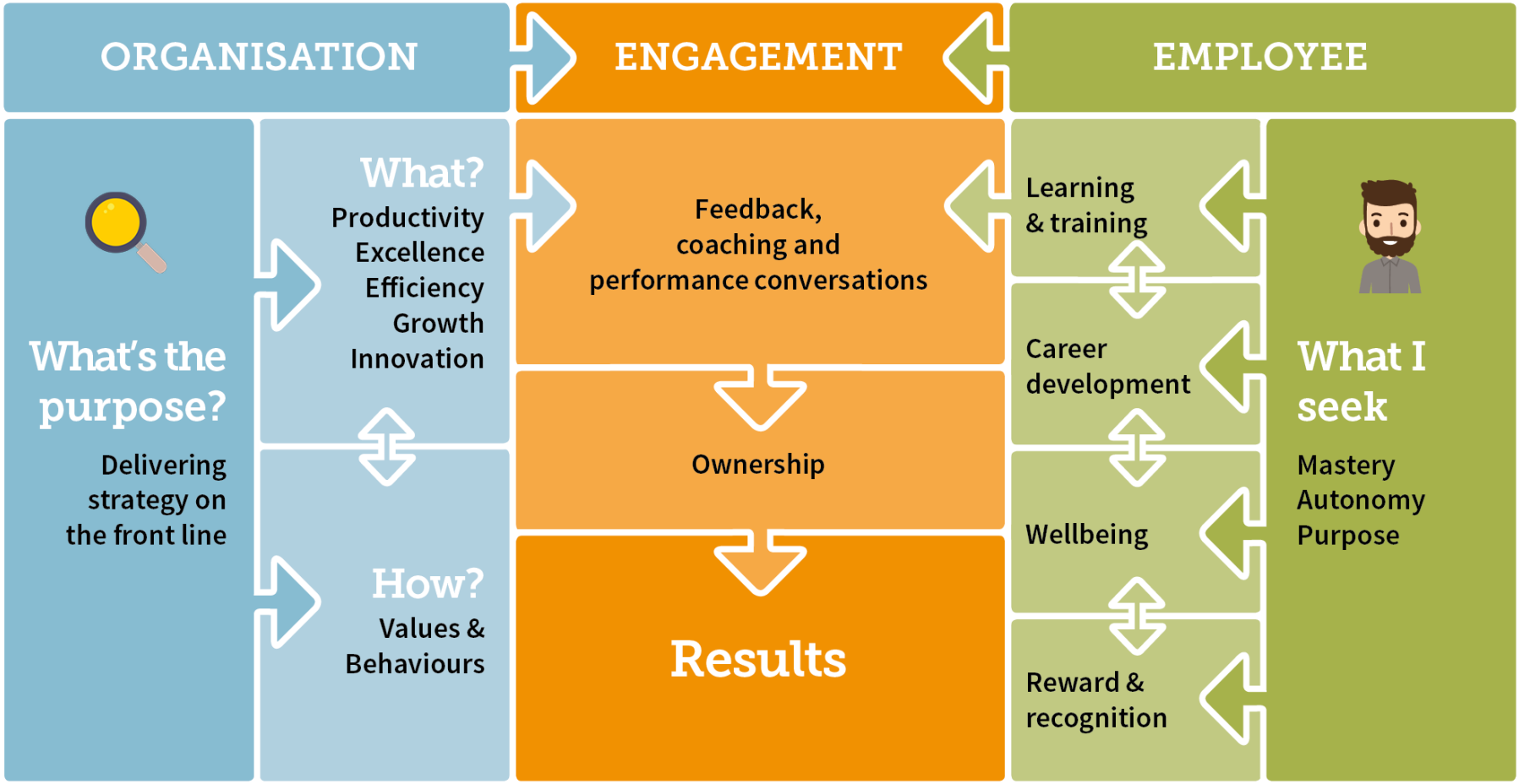
The Performance Management Canvas



No more ‘MAGIC MANAGER’ programmes

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Much manager training focuses on conversation structure

Misses out content

Exhorts Managers to Inspire, Lead, Empower, Transform, Engage, Energise, Motivate, Direct, Control, Monitor, See the BIG picture, Attend to DETAILS….

Our research shows that managers fail to implement strategy and performance improvement because they don’t really know HOW

How do I drive growth?
How do I improve productivity?
How do I create a culture of excellence?
What does any of the above mean in my context?

Our approach to managers looks at CONTENT as well as BEHAVIOUR

Coaching won’t help if we don’t know the answer

Case studies

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Global Consultancy

We need to move from selling IP and Knowledge to helping customers use our IP to make decisions

1 Purpose

Become more customer focused

2 Employee Ownership

Move to high level

3 The Drivers

Significant change in focus for employees. Introducing Progress Card to focus on business drivers not detailed project goals

Construction Company

We need to retain highly skilled engineers

1 Purpose

Let people know they are valued

2 Employee ownership

Employees can 'request' next project. Level of responsibility (not role title) indicates progress

3 The Drivers

Status Quo – project management processes in place. More frequent conversations to focus on opportunities to develop and grow

5 Principles for successfully implementing CHANGE through Performance Management

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- A shared PURPOSE
- EMPLOYEE led
    - *I own my performance and my manager manages it*
- Frequent FEEDBACK
- Contribution to TEAM
- SIMPLE

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White Paper 2018

Turning strategy into action on the front line

Transforming the purpose and practice of Performance Management

New thinking and latest research

Request your copy of our new White Paper

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Implement CHANGE through Performance Management

Find out more on the website!

Performance Management Jumpstart

Performance Management Training

Frequent Feedback Platform