Inspiring Full Potential

Performance Management

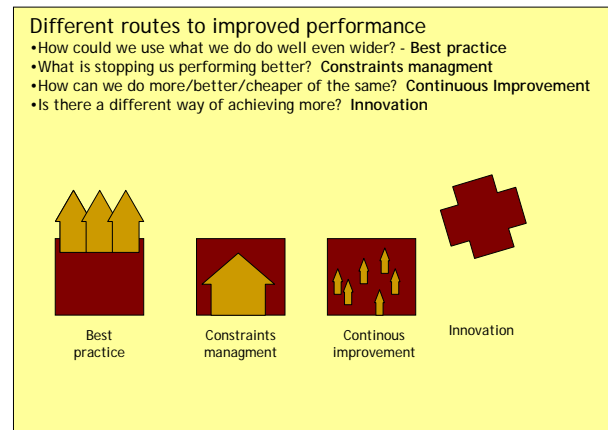| Traditional (Old World) Challenges	New World Challenges
Focus on Inputs	• Focus on Outputs
Metrics mostly hard and Historic	• Establishing metrics of performance both Hard (financial, operational) and Soft (people, culture)
Specific delegated tasks	• Overarching goal oriented performance
Assumption that all delegation is good	• Recognition that delegation is rarely good and that appropriate challenges to appropriate people and non appropriate tasks should be discarded
Performance setting is What and How	• Goal setting is WHY sometimes WHAT? rarely HOW
Focus on Job	• Focus on Role

Purpose

- The complexity of the New World constantly changes the nature of the contribution people have to make in their jobs and roles. This leaves many people bewildered and frozen, unable to be clear on their contribution leading to 'presenteesim'. An inability to prioritise or understand how an individual's actions fit into the bigger picture can result in low contributions which further sap the individual's self-esteem.
- Effective performance management of all stakeholders, subordinates, managers and self and significantly improve the organisation's success and morale

Outcomes

- An ability to identify and describe essential job/role functions and relating them to the mission and goals of the organisation
- Realistic and appropriate performance standards
- Skills in giving and receiving quality feedback about performance
- An ability to communicate constructive performance appraisals
- An ability to plan, educate and develop opportunities to sustain, improve or build on subordinate work performance.
- A real understanding of how to coach others to success without taking on board their 'monkeys' using the Pentacle C.O.A.C.H. model
- An ability to quickly understand and make visible
- An ability to get real performance at full potential through effective engagement
- An ability to assess and utilise the combination of Capability/ Attitude/ Potential
- A practical plan

Pentacle Frameworks

5 P

Different routes to improved performance
- How could we use what we do do well even wider? - **Best practice**
- What is stopping us performing better? **Constraints managment**
- How can we do more/better/cheaper of the same? **Continuous Improvement**
- Is there a different way of achieving more? **Innovation**

Best practice | Constraints managment | Continous improvement | Innovation

Pre-reading
Never Re-organise Again - Dr. Eddie Obeng

Session activities

The course uses an interactive dialogue throughout the day to maintain participant involvement and interest and ensure the learning is practical and can be applied.
In addition:

- A short video (available on-line for participants to use after the session to spread the messages)
- An opportunity to play out real life performance challenges with actors
- 'Ball in the hoop' coaching game
- The results of the pre course audit are analysed and used by participants to prepare a plan

Post -Application
After the session participants will have access to a Pentacle Performance Enhancement Tool (PeT) an on-line memory Jogger service (cyberFranck)

PROVOKING - INSPIRING - EDUCATING - FACILITATING - ENABLING

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