

Performance Based Management™

OVERVIEW -- THE CORE WORKSHOP

The primary role of leadership is to facilitate and inspire performance that produces organizational goals and objectives. The key to successful leadership is the application of methodology to the performance management process. Like any other competency, a methodology allows for replication and continuous improvement. Without a methodology, managers can't bring the discipline and rigor to leadership practices that result in more consistent, predictable, and successful outcomes. Performance Based Management™ energizes managers at all levels with the *Performance Advantage™ Method*... a diagnostic decision tree/thought process that prompts leadership action and incorporates a leader's own style, resulting in a performance management system that is grounded in leadership and performance principles that correlate with high performance and employee retention and satisfaction. The Performance Advantage™ creates effective managers who take action... the right action, at the right time.

Today, the role of human performance in companies is of paramount concern. It is in the area of human performance where the highest degree of leverage occurs for gaining a competitive advantage in the marketplace. Listen to customer complaints and to the voices of employee dissatisfaction... hear the mantra of dissatisfaction with the quality of employee ability, motivation, and concern. Human performance is growing as a recognized and critical 'product' of any organization.



PROCESS

Using vignettes studies, personal assessment, tools, and video... this workshop will introduce the Performance Advantage™ Method and managers at all levels of the organization will learn how the quality of leadership action for various performance situations is the main influencer on performance results. When leadership action is appropriate, effective employee reaction is

predictable. When leadership action is inappropriate, ineffective employee responses are predictable. In this session participants will learn to take control over the quality of their leadership actions and the quality of employee performance.

BUSINESS RESULTS

Learning the Performance Advantage™ Method... managers acquire the disciplined thought process, through a decision tree set of questions and examination of appropriate responses, which can be readily applied to their routine performance management responsibilities. The results are improved...

- Employee retention
- Employee performance
- Organizational objectives
- Quality of work life
- Performance interventions
- Manager/employee communications

People leave managers... not organizations!