

Performance-based Competencies and Balanced Score cards

Performance-based Competencies and Balanced Score cards are great assets in any organization when they are designed and used correctly. Unfortunately, many of the competency processes and balanced-score cards we have seen established in organizations are behavioral focused versus outcome focused, severely dimensioning the ROI for the organization when they don't see the desired changes in their employees over time.. There is a big difference in the results you get in these programs when they have been developed using job outcomes vs. behaviors for a job.

It is a proven fact that you can have "competent people" in your organization that produce little or no value to your team at the end of the day if the focus of your competencies is strictly focused on the behaviors, or activities, of a job performer. This is a poor measure for building competencies or balanced-score cards. Behaviors are tough to measure and poor indicators or 'real' change in organizations that is tied to the organizational goals.

On the other hand, when competencies are tied directly to important outcomes (the valuable end result of your job performers) then the value of those competencies and your score cards become priceless. There is a direct cause and effect link between correctly identifying job outcomes and meeting business goals vs. behaviors that may or may not tie to those same goals.

There is important expression we use in performance improvement which is, "you get what you measure", so you better be sure you are measuring the most important parts of a job performer's job. An 'outcome focus' will assure this is true.

Platinum Performance Partners has assisted organizations all over the world in designing and developing 'performance-based competencies and balance score cards with great success and tremendous ROI for these organizations over time.

If you are struggling with competencies and score cards that make a positive difference in overall job performance in your organization then you need to talk to the one of the Managing Partners at Platinum Performance Partners to learn how this can be done much more effectively in your organization.