Performance DNA Dashboard™

Outline for 2-day Workshop

There are five modules to the *Performance DNA Dashboard* workshop. The first module is the 'foundation' and grounding in basic terms and process for performing Human Performance Improvement (HPI).

The other modules are training and experiential practice opportunities for applying the *Performance DNA Dashboard* in 'real life' scenarios using job aids and validated techniques for transitioning Leaders to becoming HPI focused.

Module 0: Orientation

Objective: Get acquainted with one another, the materials, and elicit outcomes from the attendees for the course. In this module, you will:

- Share introductions and participant 'outcomes' for the workshop
- Get an overview of the workshop as described by the facilitator
- Brainstorm and do a Q & A to elicit the current performance challenges of the participants in their workplace
- Identify the challenges managers and leaders face in regards to getting the 'desired performances' from their teams and work groups

Module 1: Foundation for using the *Performance DNA Dashboard*™

Objective: Become familiar with key terms used in HPI and the *Performance DNA Dashboard*™.
In this module, you will:

- Learn basic terms used in HPI and performance improvement
- Examine philosophical approaches to Managing or Leading a team
- Learn and practice with definitions needed in the use of Performance DNA™ Dashboard tools and templates

Module 2: Business Alignment

Objective: Identify and define the 'end result' for the person, or team you are examining in this analysis.
In this module, you will:

- Learn how to uncover and define the desired 'result or goal' for this job performer or team that is currently not being met
- Write outcomes and desired results of doing this job very well
- Define the measures of these outcomes and ensure they can be reproduced by others
- Align the outcomes with team and organizational goals of your organization
- Identify the Key Performers (KP's) currently achieving the desired outcomes and results for this team or division

Module 3: Performance Interviews with Key Performers (KP's)

Objective: Establish how to interview/observe the Key Performers to gather critical data on barriers and enablers to performance.
In this module, you will:

- Use the *Performance DNA Dashboard* and validated questions to identify which of the six primary influences are critical to improving overall performance
- Learn how to interview and identify the Key 'outcomes', 'work processes' and 'influences' impacting exemplary performance of these KP's
- Perform active listening and performance consulting for supervisors and managers – regardless of their experience in performance consulting
- Learn how to interview 'standard' performers' in the same work group to confirm and validate what you have learned from the KP interviews
- Learn the art of asking the 'right questions in the six areas of the Performance DNA Dashboard - indicated by KP's as uniquely impacting their performance
- How to identify where KP's have changed a process in some way to achieve the level of performance others have not been able to accomplish

Module 4: Organize Data and Create Hypothesis

Objective: Determine how to identify trends, patterns and common themes from the KP's interviewed and create a cause hypothesis for improving performance.
In this module, you will:

- Learn how to consolidate critical data from the KP performance interviews/observations (and standard performers) and how isolate the positive and negative influences on performance.
- Learn to Identify the common themes an patterns that appear in the workplace and those influences impacting the performance of your team in this analysis
- Be able to identify and list the 'key' outcomes and work processes indicated by the KP's and what are the influences that are 'enabling' high performance
- Be trained on how to create and test your hypothesis

Module 5: Recommend and Implement Performance Solutions

Objective: Establish how to consolidate your findings and implement solutions to improve workplace performance for a person or a team.
In this module, you will:

- Review the outcomes, work processes, and the 'enablers' and 'barriers' that you have identified through data collection. You will then identify:
  - What changes you can make directly and those that you will need others to assist you in making
  - The time and resources that may be needed to make the changes
  - The immediate vs. delayed impact the changes will have on overall performance of this team or group
- Determine a plan that will implement the changes that work for your team and those that you will need others to assist you in making
- Determine how to best align with other departments, like learning and development, HR or IT to implement the needed performance changes required in your team or group.

- Measure the results (or impact) of the changes that have been implemented to see if you are now achieving the desired results and business goals of your organization
- Learn how to periodically adjust any processes, tools and learning to continue to achieve these levels of HPI in your team or group

Module 6: Leaders Transitioning to Using HPI in the Workplace

Objective: Take action and begin the transition to becoming a 'Performance-based' Leader in your organization.
In this module, you will learn:

- What do I do next? - Fail to plan and plan to fail
- How to integrate this thinking with other programs and processes
- Challenge our current thinking and approaches
- How to use HPI in all of my work processes, meetings, etc.
- Closing Remarks – Question and answers