

The Performance Mindset[©]

Influencing the performance of your people

Overview

In today's competitive environment, organisations need people who are hungry to achieve, drive change and actively shape the direction and success of their businesses. Too often, however, organisations find it hard to attract the best people and struggle with disengagement and staff turnover.

The traditional route to addressing this problem is through systems such as performance appraisals, competency frameworks and performance-related pay. These have an important role to play, but are often considered 'nice to do' or 'twice a year' activities by managers.

The Performance Mindset[©] challenges managers with the ongoing role they play in influencing performance. It helps managers understand how they can use everyday discussions and informal interactions to influence performance. Managing and improving performance become an integral part of the way people are managed everyday, not just a formal process. It develops participants' skills and confidence to continuously grow the capability and commitment of their people.

Programme outcomes

Impact help managers to make performance-oriented thinking and behaviour the norm in their area of influence within the business. This is done by promoting constructive dialogue, that encourages performance improvement, builds and reinforces existing levels of engagement and challenges any shortfall.

Impact's approach

The Performance Mindset[©] programmes focus on four essential elements that combine to engender performance-oriented thinking: Skills, Tools, Attitude and Awareness (see diagram overleaf). We work with these elements at two levels:

Level 1

Where the performance mindsets and awareness of participants needs challenging before they can effectively stretch the performance of their people.

Business benefits

This helps participants:

- identify their own barriers and blind-spots to a performance mindset.

- become truly committed to improving their own and the performance of others.
- recognise how their personal style affects the engagement of others.
- understand and apply the tools that form part of Level 2.

Level 2

Where the participants already have a performance mindset, but need some additional tools and techniques to enhance the way they interact with others.

Business benefits

Participants will be able to:

- focus formal and informal interactions with others on performance.
- challenge under-performance quickly and constructively.
- give frequent and timely feedback.
- secure commitment to change.

Continued overleaf



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for global office locations and much more.

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How we work

Participants work in small, focussed development groups to practise applying the techniques in order to help each other with live problems and issues. Each participant then receives detailed feedback from their peers and Impact consultants.

During the event, participants are tasked with creating a high-performance culture in these groups. Impact facilitators hold individuals accountable where they fail to do this and help them identify when they do it exceptionally well. This encompasses everything that happens during the event that might influence performance.

The programme creates a challenging learning environment that significantly increases participants' awareness of the impact of their own assumptions and behaviour on themselves and others.

Measuring success

During the design process, Impact agree targets that will enable programme success to be measured. These targets may centre on behavioural change and/or business performance. In addition, the programme may include 360° feedback so as to provide a valuable external perspective on changes in performance.

Next steps

- Contact Impact about how we can provide the right development solutions for you and your business.
- Arrange a meeting with Impact and key decision makers in your organisation.

The four essential elements that engender performance-oriented thinking

