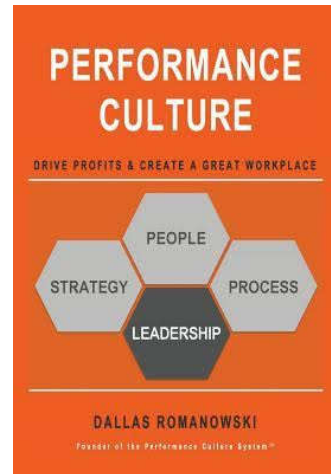


# The Four Elements of Performance Culture



Susan Stringer

Owner & Managing Partner at The Brighton Group

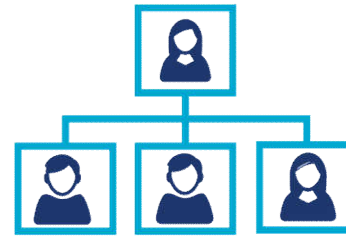
# The Brighton Group



Performance  
Management



Leadership  
Development



Organizational Development



Career  
Transition

Which one of these causes you anxiety?



 glassdoor®

# New Performance Management Issues

- Engaging millennials
- Retaining star performers
- Social media

# The Engagement Problem

**GALLUP**<sup>®</sup>

Less than 1/3 of employees  
are engaged at work

**Forbes**

28% of organizations believe  
performance management is effective

**salary**com<sup>®</sup>

82% of managers believe goals  
are clear, but only 46% of  
employees believe the same

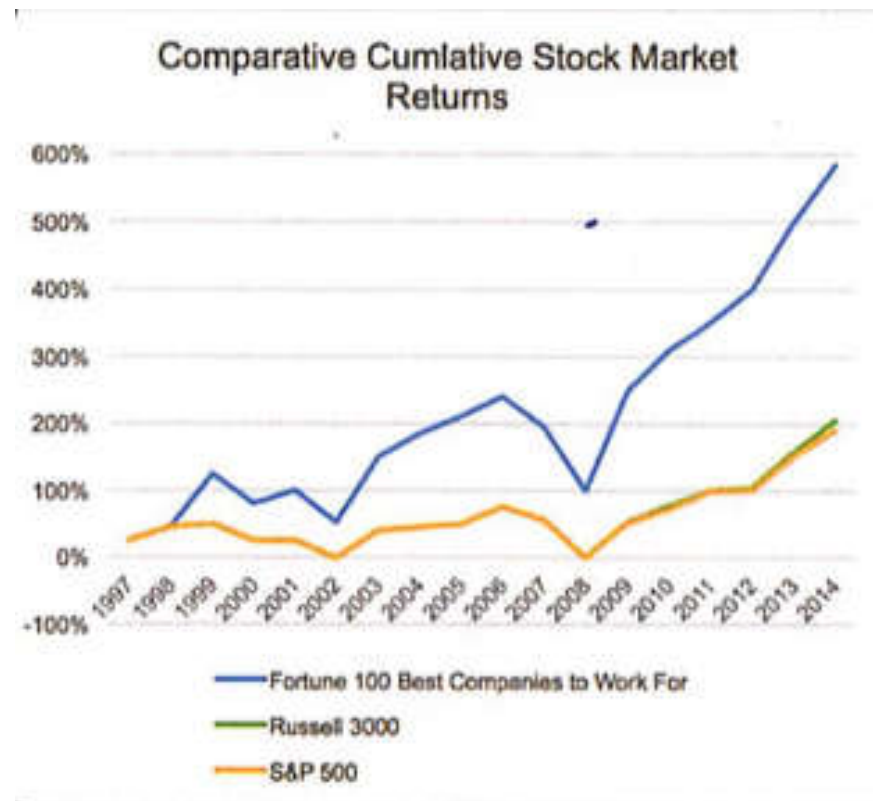
# Formal Employee Management Process

- 20% rated effective
  - Coaching
- 80% rated ineffective because of
  - Time Consuming
  - Administrative
  - No Impact

# Progressive Organizations

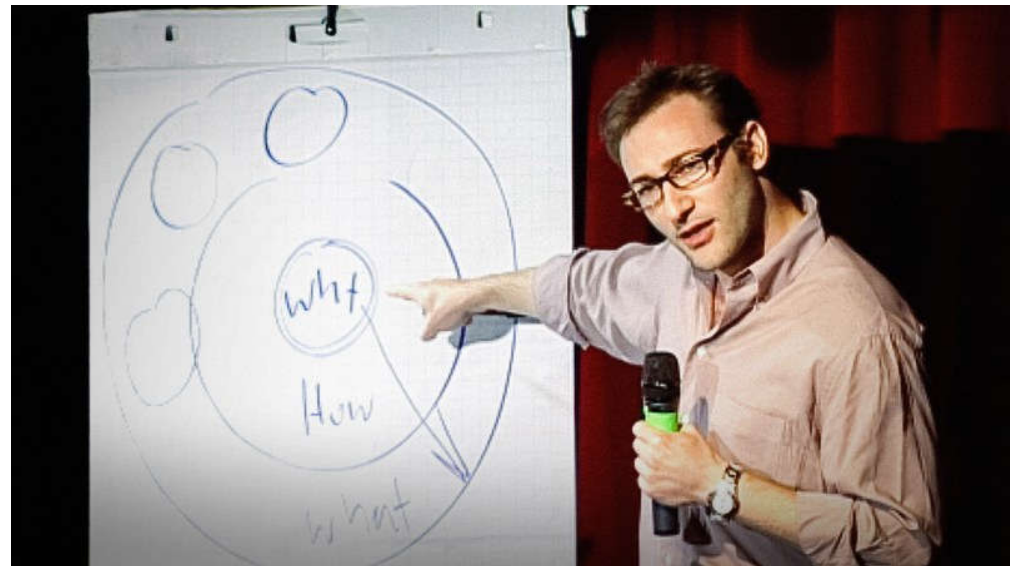
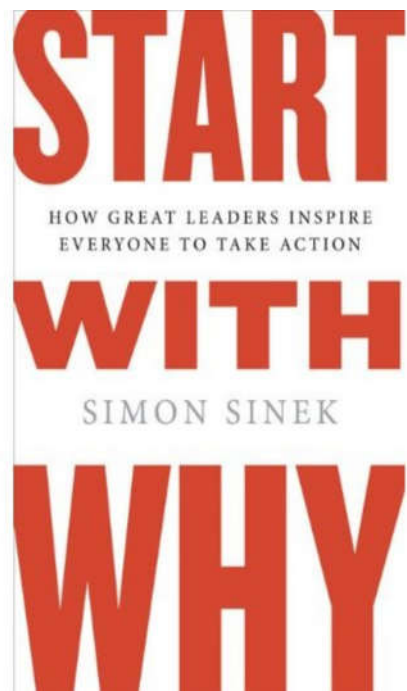


# Employee Engagement Affects Results





# Simon Sinek- Start With Why



# Trends in Performance Management

- Streamlined
- Responsive and reflective
- Real-time feedback and increased transparency
- Future focused performance
- Individualized, tailored approach
- Team-centric goals

# Performance Culture Solution

- Consistent with core values
- Drives performance and fosters team chemistry
- Drives an organization's competitive advantage
- Determines how things are done and how people behave
- Creates a coaching culture

# Components of Change



## People

## Process

## Leadership

## Strategy

Right People  
Right Seats  
Engaged  
Workforce

Measurable  
Scalable

Different types  
Respected  
Visionary

Niche strategy  
Target market

# Performance Culture System

3 steps to build a performance culture



# Align Goals

## Company Goals

- Mission
- Vision
- Core Values
- Goals

## Employee Goals

- Personal Vision
- Workplace Satisfaction
- Performance Objectives
- Desired Workplace Behavior

# Coach Employees

- Earn the will of the team
- Communicate expectations
- Define critical success factors
- Expect personal accountability



# Manage Performance

- Evaluate past performance based on manager, employee and peer feedback
- Reward & recognize stars
- Assess overall team's performance

# Performance Culture 2x2 Grid

## Your Organizational Scorecard

- Designed to clearly communicate expectations and evaluate employees from 2 perspectives:
  - Performance
  - Behaviors/Cultural Fit



# Performance Culture Outcomes

Right behaviors support:

- A positive company culture
- Develop an atmosphere of trust
- Teamwork
- Creativity and candor

# Evaluation Process

PERFORMANCE

<b>Alignment?</b> <ul style="list-style-type: none"><li>• Achieves goals but misaligned with company culture.</li><li>• Focus coaching on behavior &amp; attitude.</li></ul>	<b>Stars</b> <ul style="list-style-type: none"><li>• Achieves goals &amp; a great team player.</li><li>• Recognize, reward, &amp; mentor others.</li></ul>
<b>Right Fit?</b> <ul style="list-style-type: none"><li>• Underperforms</li><li>• Misaligned with company culture</li><li>• Right seat? Right person?</li></ul>	<b>Potentials</b> <ul style="list-style-type: none"><li>• Demonstrates core values, but not achieving goals.</li><li>• Focus on skills, knowledge &amp; training.</li></ul>

CULTURAL FIT

# The Employee's Role

Understand:

- Organization Vision, Mission, & Core Values
- Key Business Strategies, Objectives, & Plans
- Job Role & Accountabilities
- Own Talents, Skills, Personal Vision & Goals
- Their Performance Objectives & Behavior

# The Manager's Role

- Earn the respect of the team
- Lead by example
- Communicate expectations
- Expect personal accountability
- Evaluate and provide feedback
- Coach up or out

# Star Quadrant

Types of support to offer employees in the Star quadrant:

- Recognition
- Career advancement
- Achieving personal vision
- Mentoring and/or job shadowing



# Potential Quadrant

Types of support you offer employees in the Potential quadrant:

- Additional experience
- Training / Coaching
- Mentoring and/or job shadowing

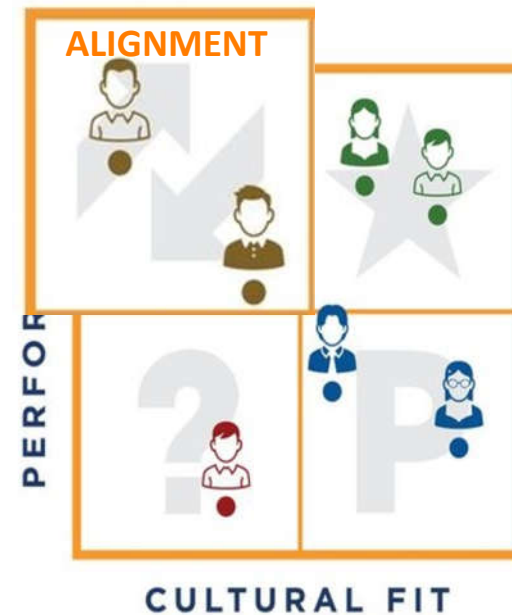




# Alignment Quadrant

Types of support you offer employees in the Alignment quadrant:

- Coaching
- 360 Feedback
- Self assessment tools



# Right Fit Quadrant

Types of support you offer employees in the Right Fit quadrant:

- Evaluating overall fit
- Scheduled frequent meetings
- Rapid improvement



# Performance Cultures System Software Features

- 2 X 2 employee evaluation grid
- Self assessments
- Pulse – workplace satisfaction

# Performance Culture System Software Features

- Templates for your organizations mission, vision, values and goals
- Check- ins
- Reports
- Business planning agendas
- Defined user roles

# Components of a Successful Performance Culture

- Senior level corporate champion
- Long-term vision
- Resources- both internal and external

# SHRM Recertification Credit

**Activity ID: 17-QTKJZ**

**Title: Four Elements of a Performance  
Culture**

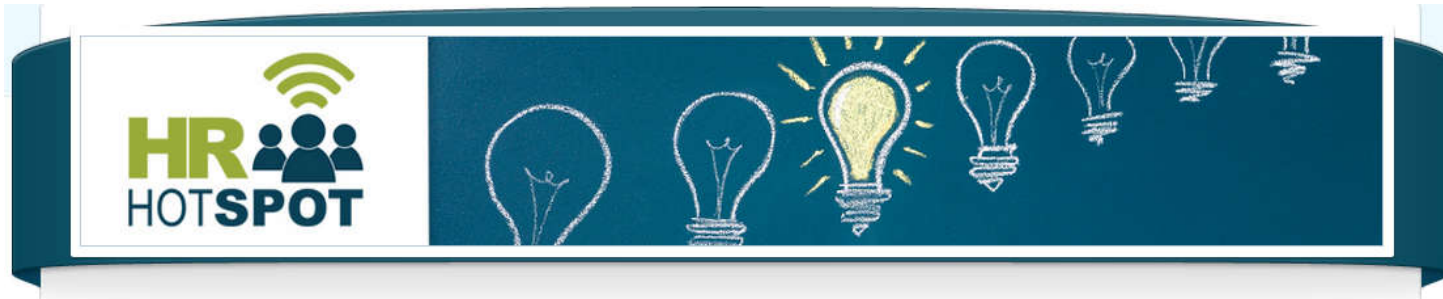
**Start Date: 2/10/17**

**End Date: 2/10/17**

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TERRA Staffing Group is recognized by  
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## Engaging Managers and Leaders in Safety

*Presented by:  
Scott Bradley  
Archbright*

March 10, 2017

10:00-11:00am

This activity has been submitted for HRCI and SHRM credit.

Register at: [www.TerraStaffingGroup.com/webinars](http://www.TerraStaffingGroup.com/webinars)

THANK YOU!

Susan Stringer

[sstringer@brightongrp.com](mailto:sstringer@brightongrp.com)

Karen deVilla

[kdevilla@brightongrp.com](mailto:kdevilla@brightongrp.com)