Performance Improvement

Improve organisational, operational and people performance

www.improvid.co.za

belia@improvid.co.za

Improvid
performance improvers

PART OF
INTERNATIONAL
CERTIFICATIONS
CENTRE

The material contained in this document is the intellectual property of Belia Nel and Improvid – part of International Certi cations Group and may not be reproduced, published, circulated or sold without the written permission of the owners.

Approach of Performance Improvement

1. **Practice**

   Systemic view

2. **Principles**

   Value and results focus by working with partners

3. **Methodology**

   Systematic process steps to achieve results

4. **Foundation**

   Input-process-output feedback system

Impact of Performance Improvement

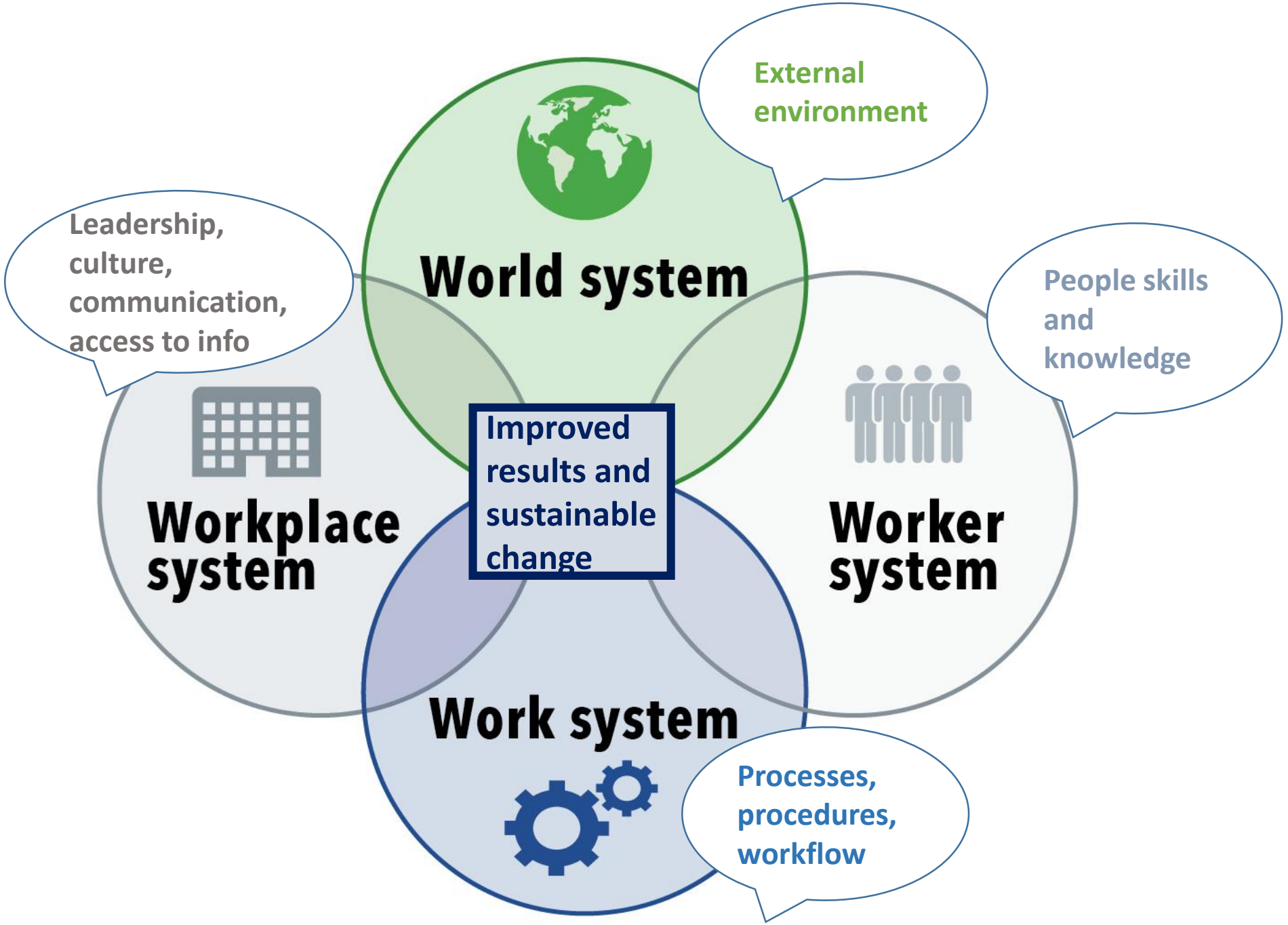
Human Performance Improvement is a value add and results focused practice providing a total systems view of performance.

It identifies barriers and enablers to achieve business results by addressing the gaps at the work (operations), worker (people), workplace (organisation) and world (environment) levels affecting performance.

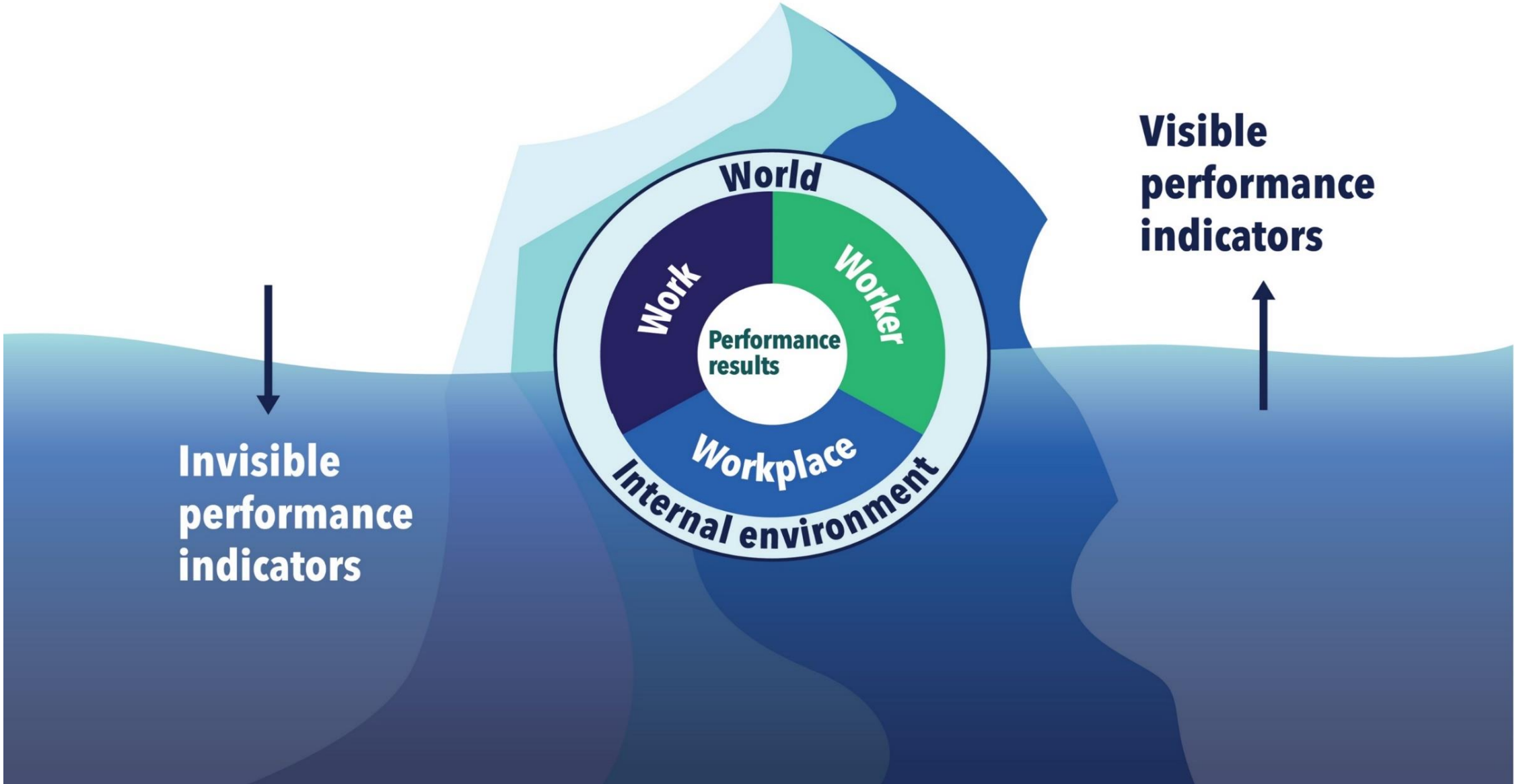
Value of Performance Improvement

- ❑ Faster problem solving
- ❑ Efficient decision making
- ❑ Improved performance value vs activity
- ❑ Effective people and processes fit
- ❑ Improved ROI

Performance Improvement Practice - Systemic View

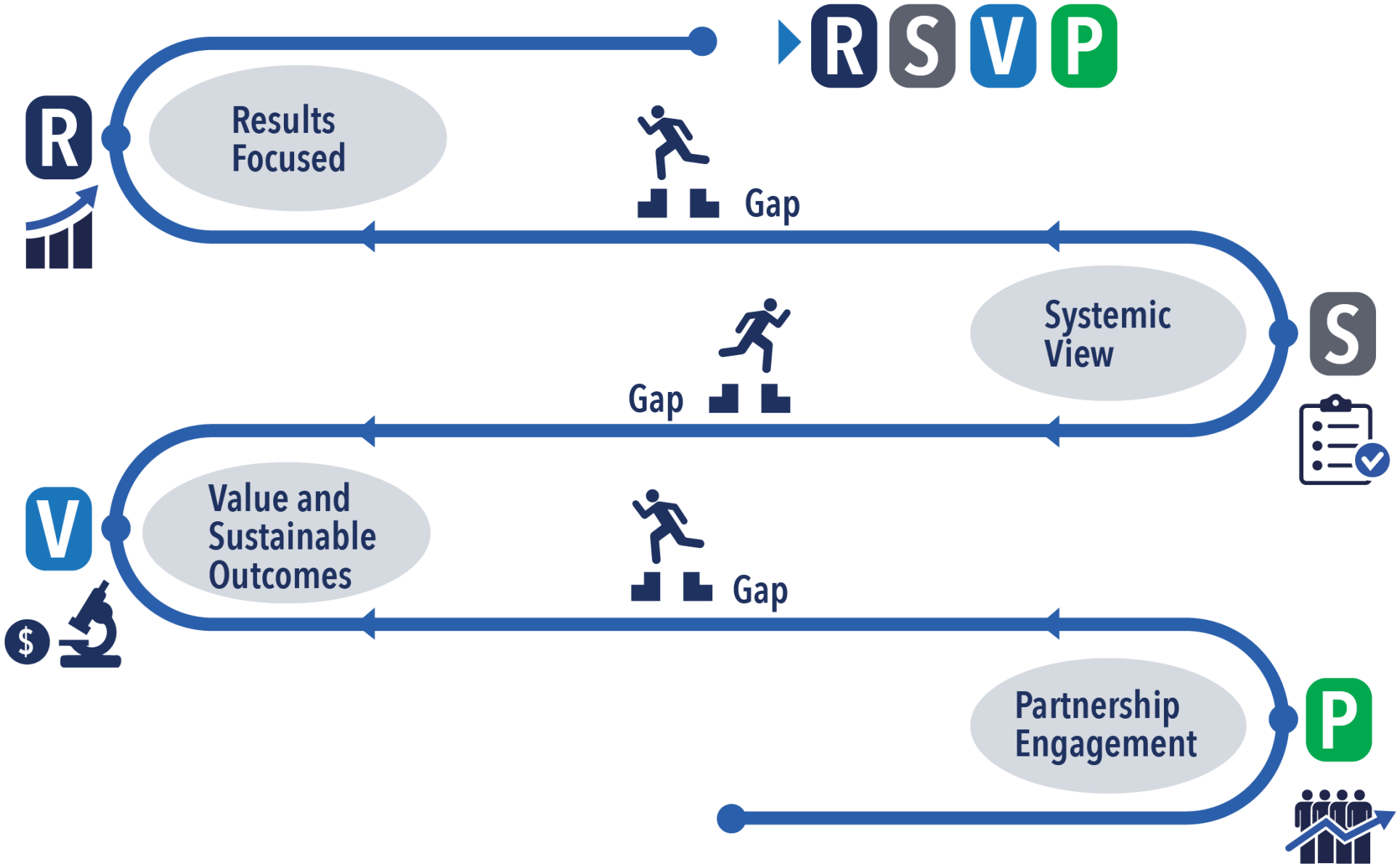

External environment
World system
Leadership, culture, communication, access to info
People skills and knowledge
Improved results and sustainable change
Workplace system
Worker system
Work system
Processes, procedures, workflow

Performance Indicators – Iceberg Analogy



Performance Improvement Principles – Business Lens

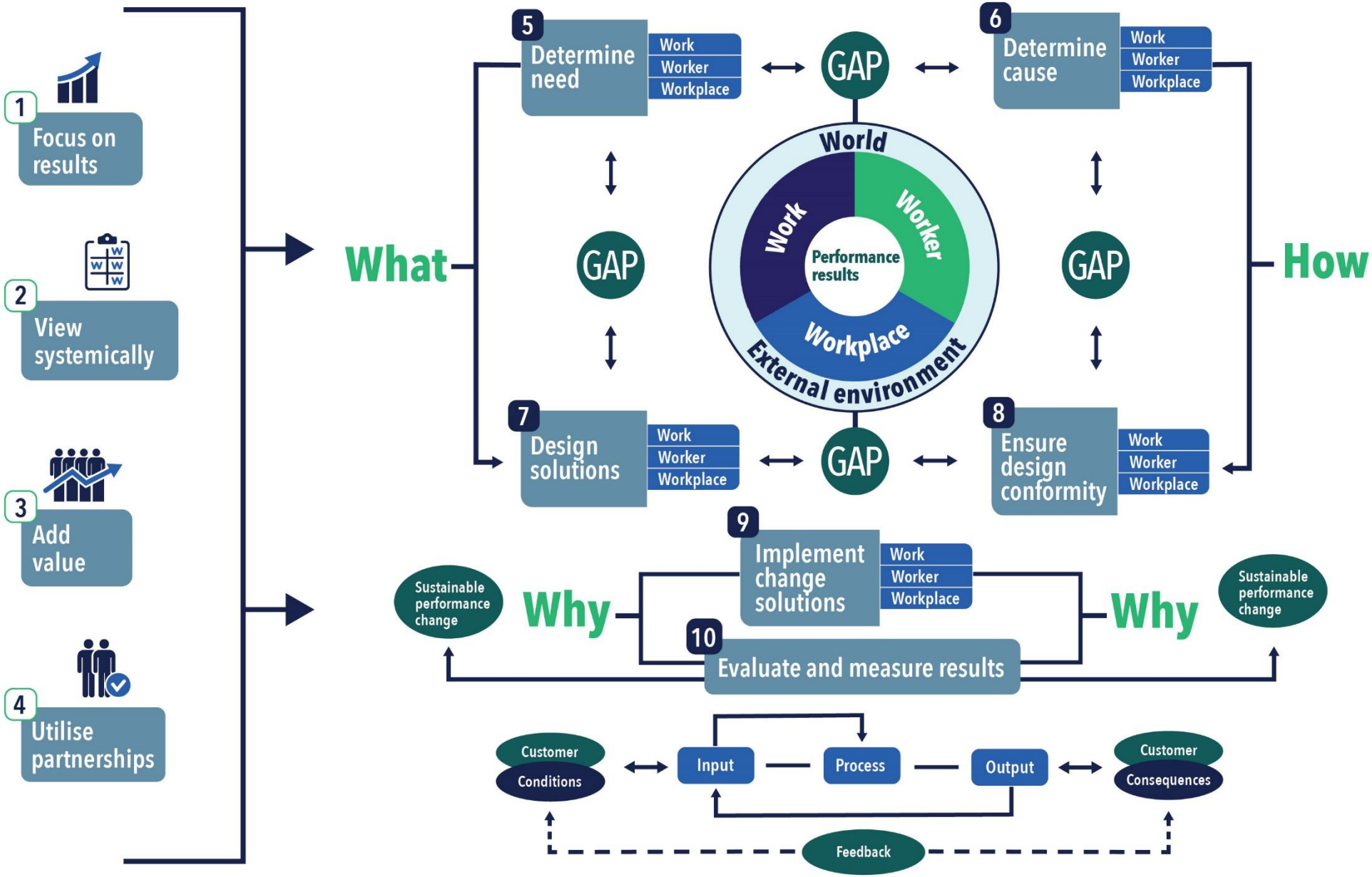
1. Focus on results
2. Add value
3. Apply a systemic view
4. Work with partners and stakeholders


RSVP
R
Results Focused
Gap
Gap
Systemic View
S
V
Value and Sustainable Outcomes
Gap
Partnership Engagement
P

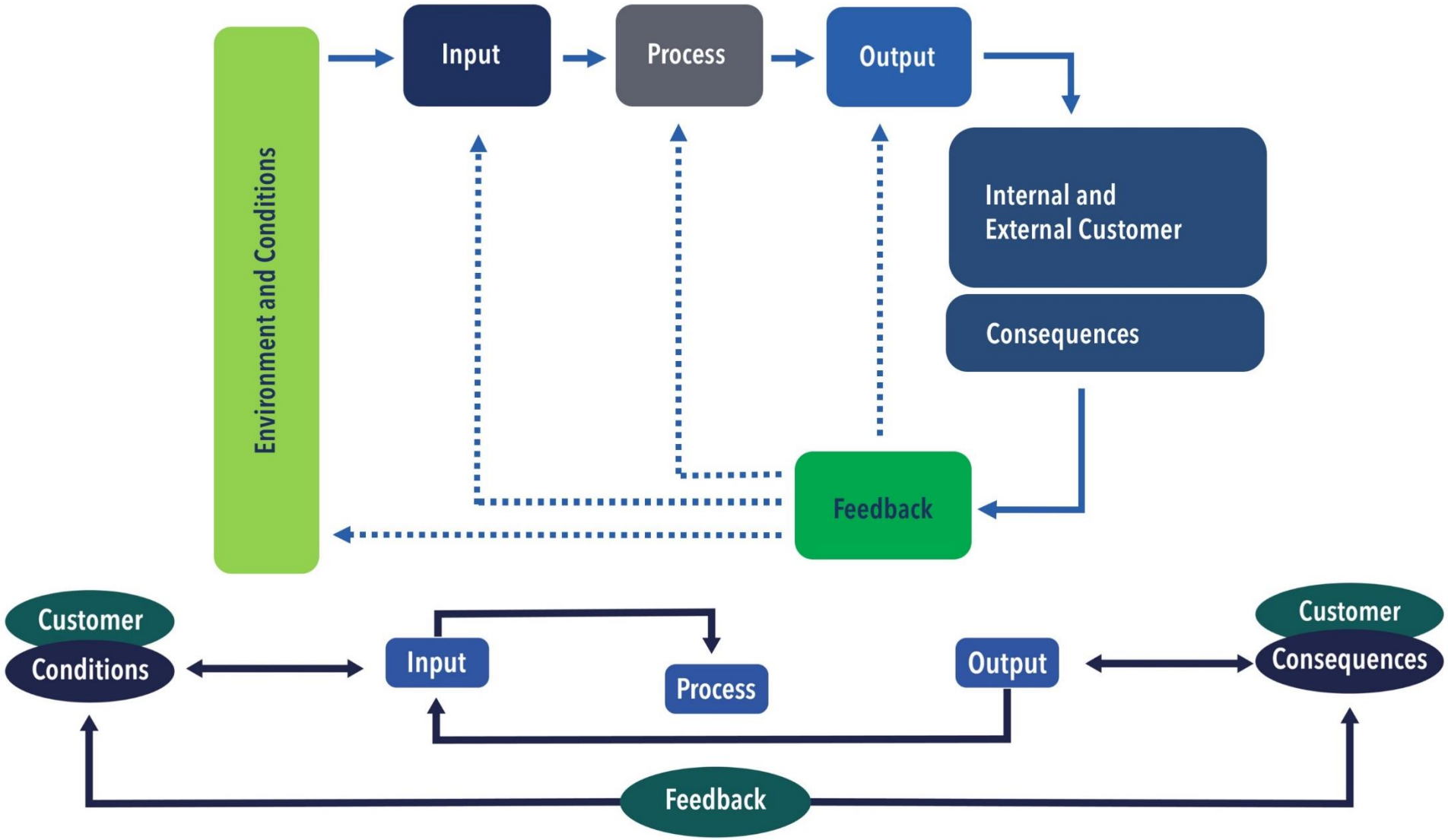
Performance Improvement Methodology Approach

1. What is the need or problem?
2. What are the barriers and drivers?
3. How will it be resolved?
4. How will conformity to quality be achieved?
5. What are the solutions to be implemented?
6. How will the results and impact be measured?

Performance Improvement Methodology



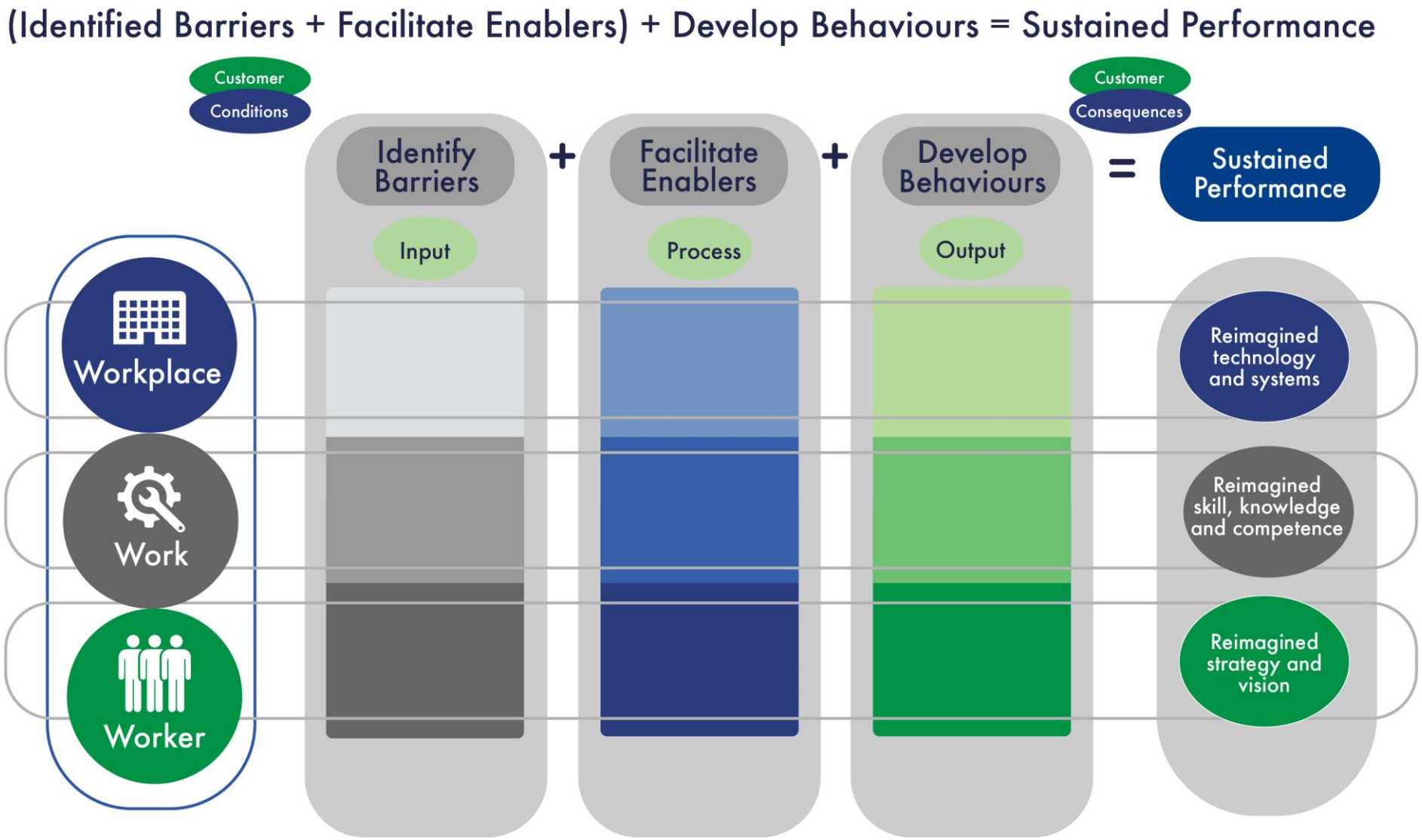
Performance Improvement Foundation



When you create a solution for a business need, the first questions to ask are:

- What are the people expectations and needs behind it?
- What is the impact on people?

Performance Improvement Correcting Framework



Performance Improvement – People Barriers

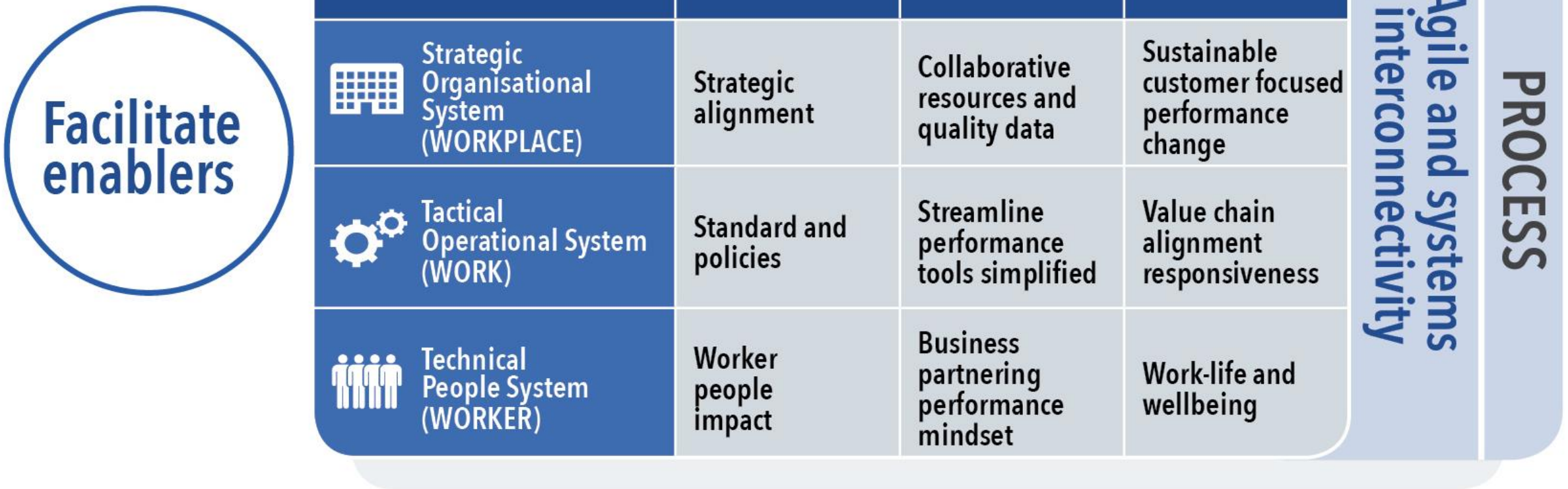
Identify barriers and Drivers

	Performance Planned	Performance Managed	Performance Measured
Strategic Organisational System (WORKPLACE)	Strategy Vision Values	Process and application	Governance and risk
Tactical Operational System (WORK)	Functional and technology	Misalignment of processes and procedures	Compliance
Technical People System (WORKER)	Capacity and workforce plan	HR technology enablement	Rewards and recognition

Conditions and Risks

INPUT

Facilitate Enablers



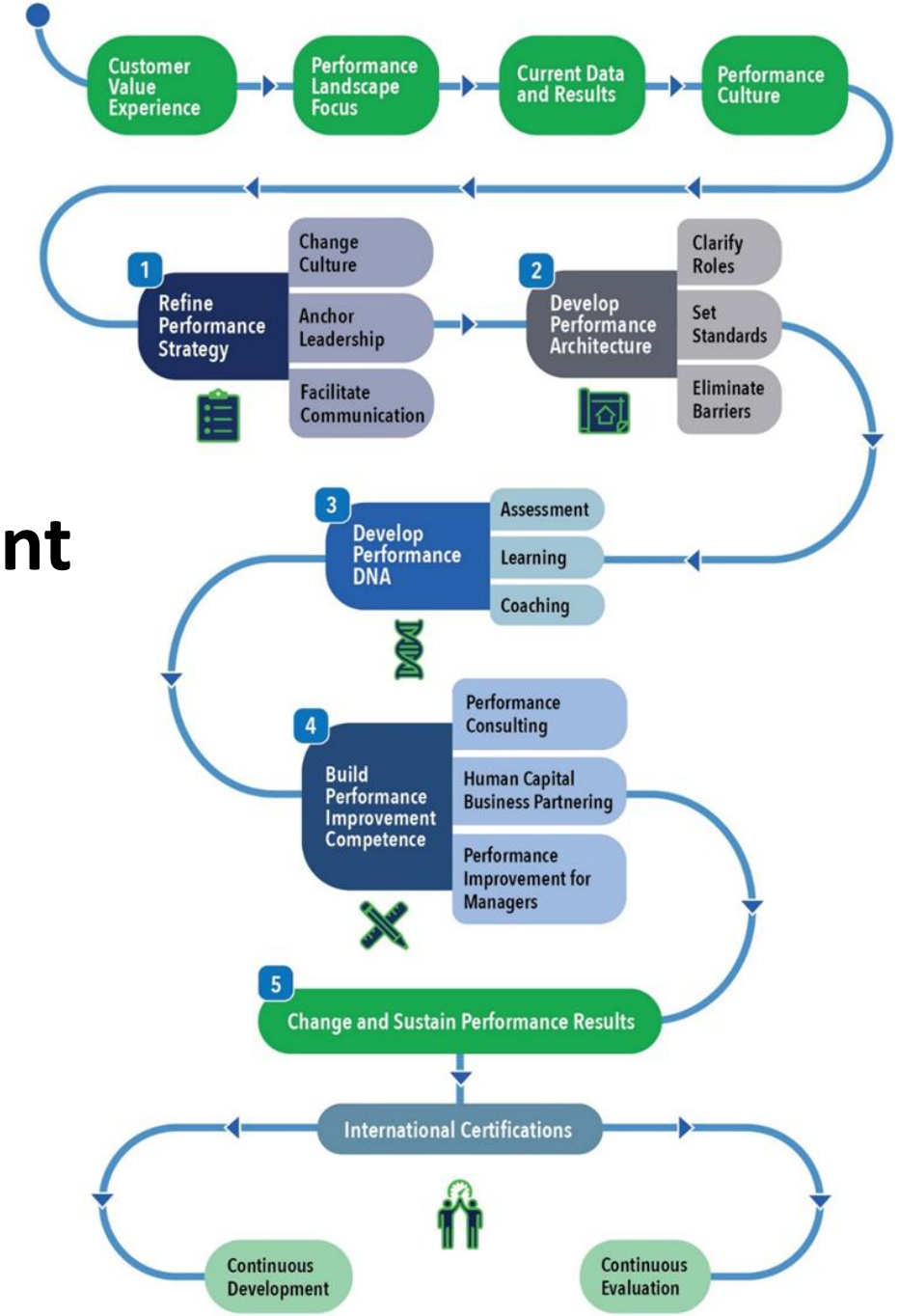
Develop Behaviours

	Performance Planned	Performance Managed	Performance Measured
Strategic Organisational System (WORKPLACE)	Culture focused values	Strategic performance mindset shifting	Engaged employees
Tactical Operational System (WORK)	Ethical practices	HR technology and digital savvy	Quality mindset
Technical People System (WORKER)	People and talent management in Future-fit learning and 4IR world	Performance management and agile team partnering	Service delivery impact

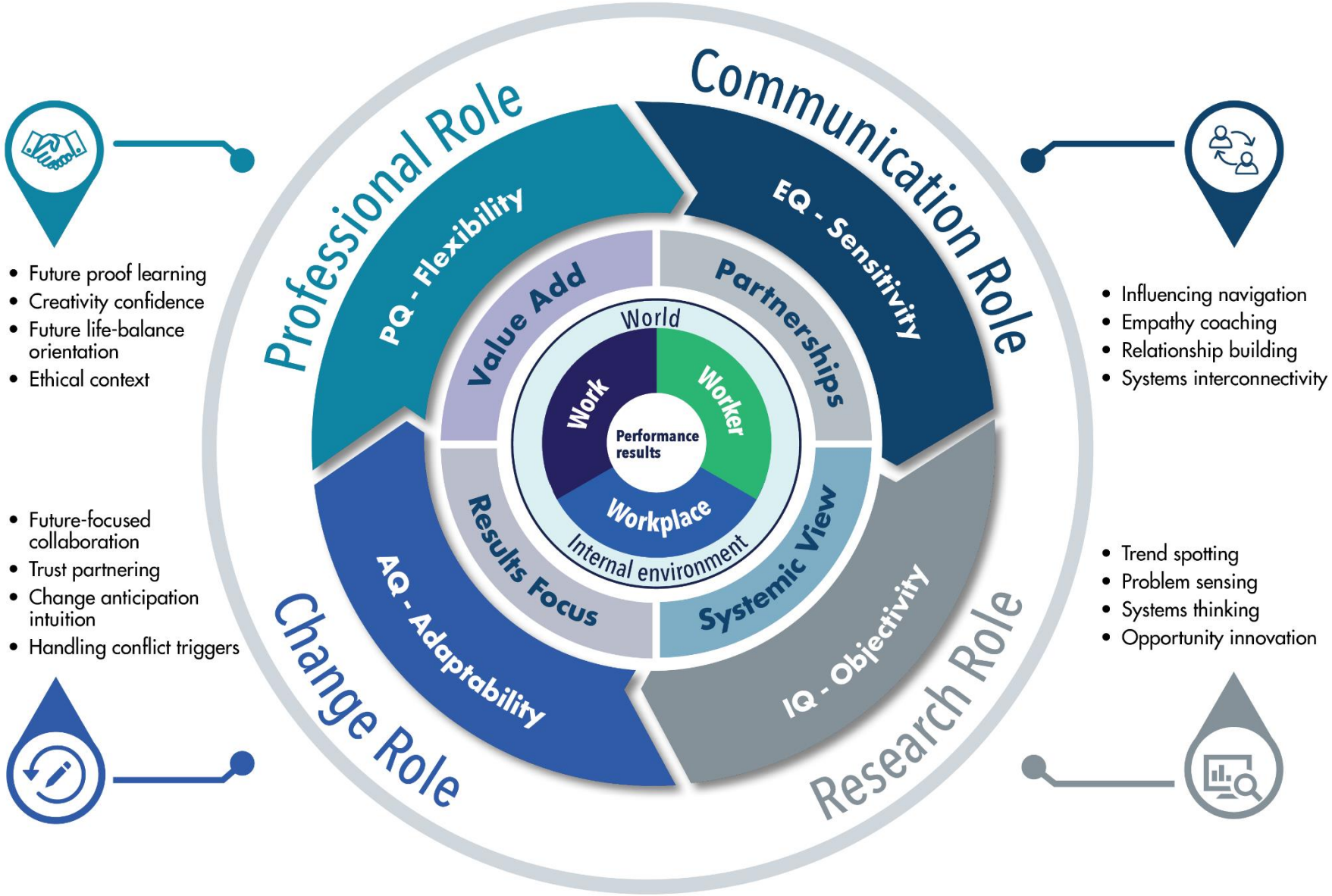
Impact, service delivery and sustainability

OUTPUT

Performance Improvement Architecture



Performance Improvement Skills Set



- Future proof learning
- Creativity confidence
- Future life-balance orientation
- Ethical context

- Influencing navigation
- Empathy coaching
- Relationship building
- Systems interconnectivity

- Future-focused collaboration
- Trust partnering
- Change anticipation intuition
- Handling conflict triggers

- Trend spotting
- Problem sensing
- Systems thinking
- Opportunity innovation

“I don’t agree there is a trade-off between doing good and profit. In my role, I not only create is financial impact, grow the business, and add value – I create human impact.
If the entire organization focused on human impact, I know that we will create the financial impact.”

Mindy Grossman – president and CEO of WW International

Performance Improvement Excellence Integrated

External environment barriers

World View

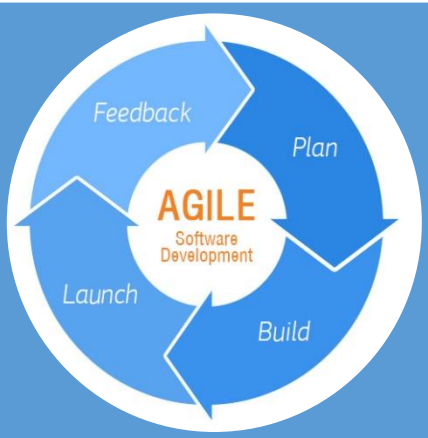
Design Thinking

Structures, systems & architecture

Operational &
Organisational View

Lean

Fast, iterative & value add capabilities



People View

Agile

Right problems

Right things

Things right

Identify

Build

Apply

Belia Nel

Improvid
performance improvers

Essential Tools for Performance Consulting
in Performance Improvement

Belia Nel

Improvid
performance improvers

Essential Guide for Performance Consulting
in Performance Improvement

Improvid
performance improvers

PART OF
INTERNATIONAL
CERTIFICATIONS
CENTRE

Belia@improvid.co.za
www.improvid.co.za

CERTIFIED PERFORMANCE TECHNOLOGIST

International Society for
Performance Improvement

WHERE KNOWLEDGE
BECOMES KNOW-HOW