Performance Culture

BETTER TEAMS. BETTER RESULTS.

Data driven decisions:

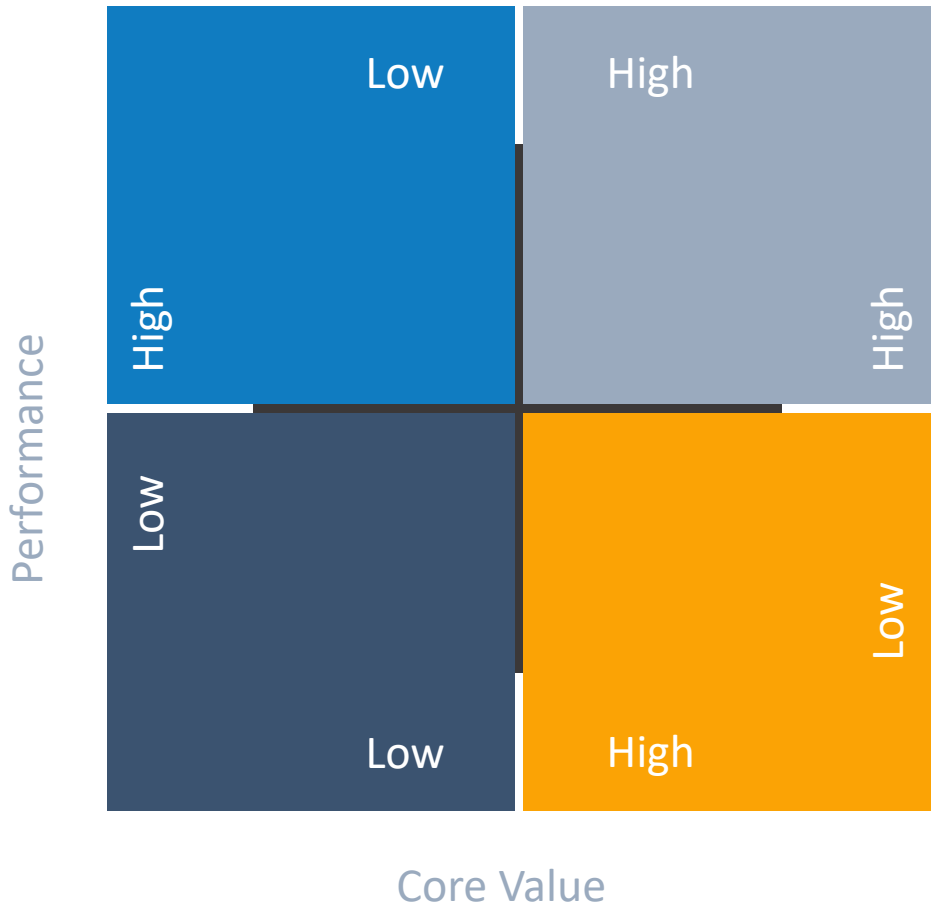
Making Performance management more than just another to-do.

Performance Culture

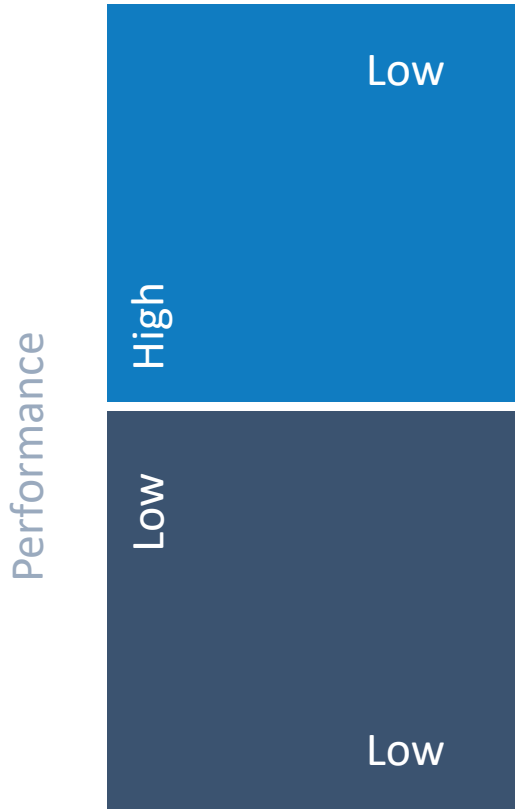
Learning Objectives

- The Axes of the PVM
- Leadership Competencies
- Using the Data
- Next Level Leadership Evaluation

What is the Performance Values Matrix?



Y Axis = Performance



Supported by OKRs/Goals

Focus on performing job duties and meeting expectations of one's role

https://performanceculture.com/performance-objectives/

Y Axis = Performance

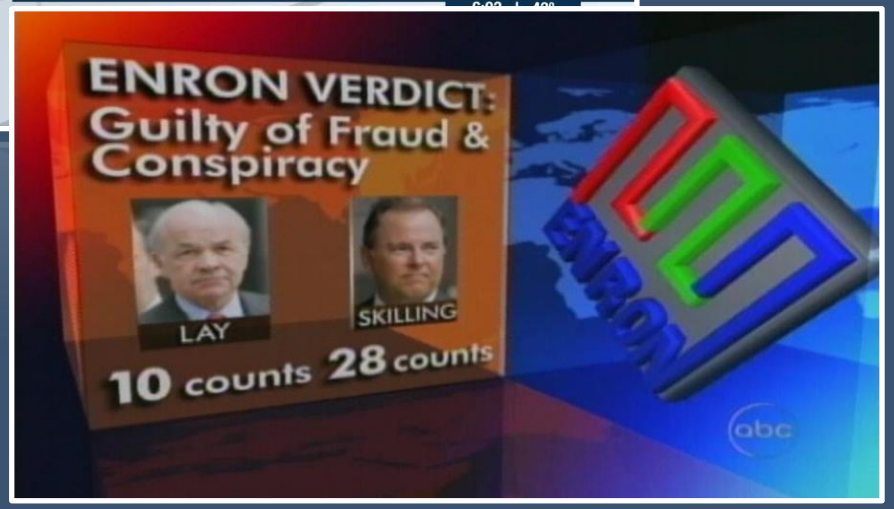
Human Resource

- Percentage of vacancies filled internally (%)
- Administration cost per employee ($)
- Average cost of recruitment per employee ($)
- Average net income per employee($)
- Average hours worked per week (Time)

Sales

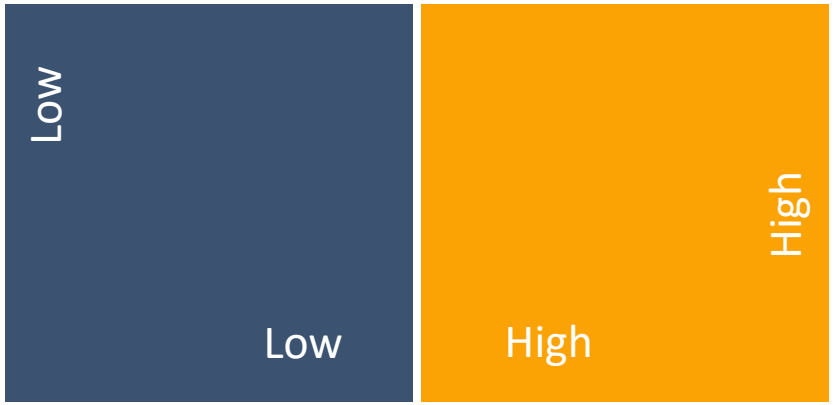
- Average time to close a sales opportunity (Time)
- Close Deals Won Percentage (%)
- Customer Retention Rate (%)
- Gross Margin as a Percentage of selling price (%)

Why is this Problematic?



X Axis = X Factor

Represents organizational and role alignment



Core Value

Organizational Core Values

- Behaviors support these values
- What gets rewarded and tolerated gets repeated

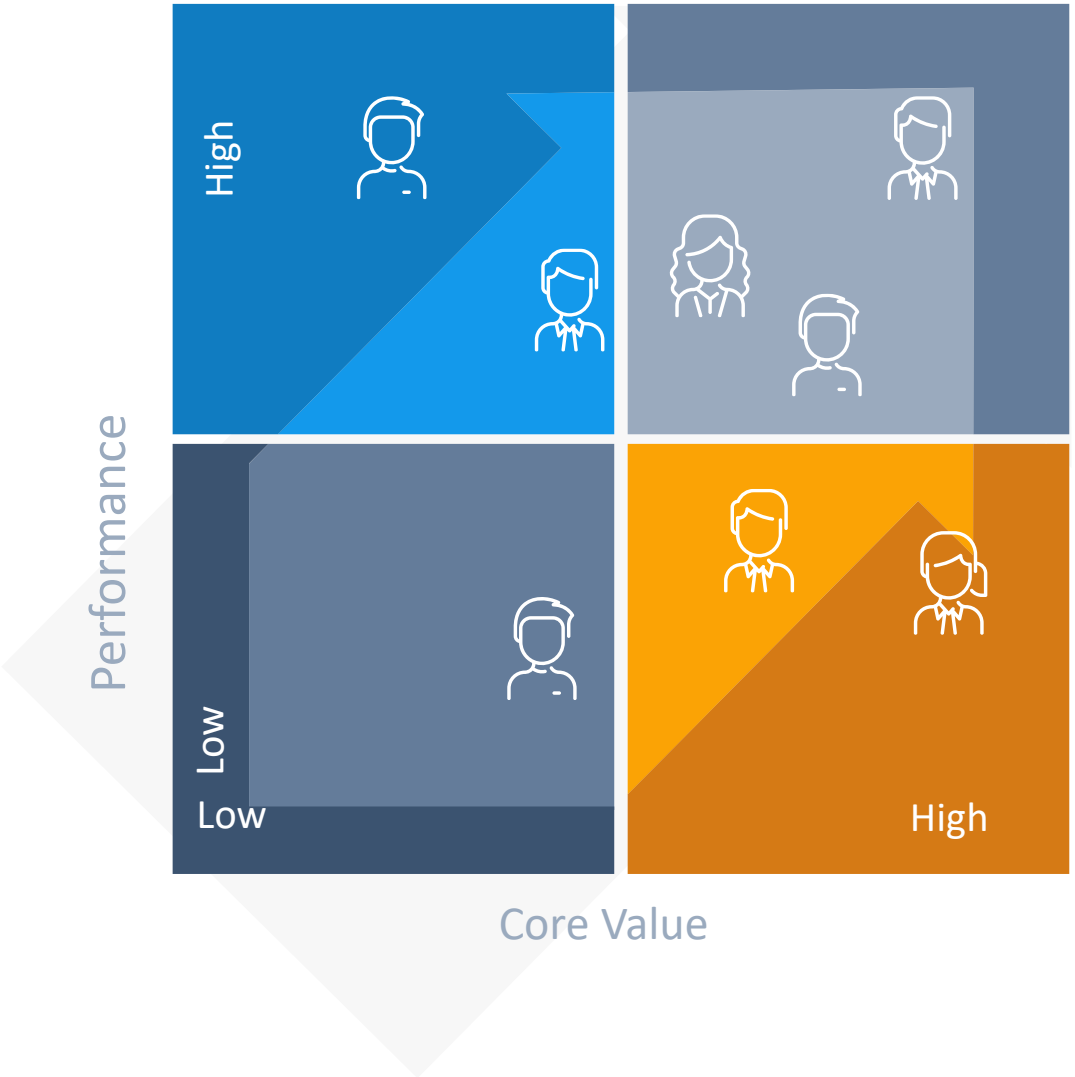
Core Values

Coach to Behaviors

- Not just about the “what” of the job but also the ”how”
- Often involves Crucial Conversations when behaviors are not happening
- The challenge to coach to subjective Values

Use Recognition to reward and operationalize Core Values

Plotting The Matrix



Free Giveaway time!

Email sales@performanceculture.com for your PVM template!

“Do something about one thing instead of nothing about everything.”

Growing Together

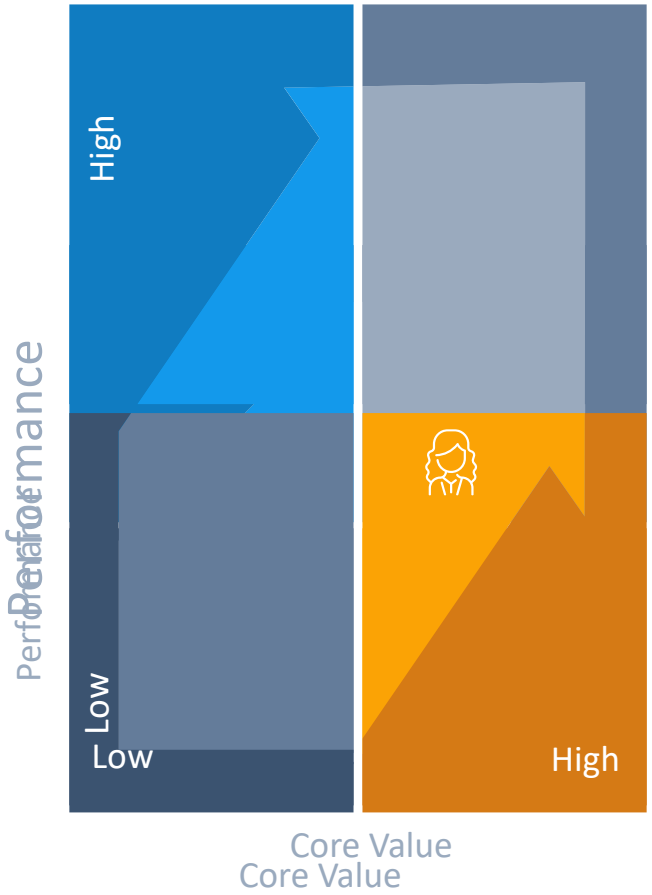
Leadership and Performance Competencies that support your Organizational Growth

Competencies will vary depending on position
Ex: A Senior Leader would be held to a higher set of competencies

They also change over time -> why ongoing Performance Management matters

Performance will grow and progress for the organization and should do so in harmony for the individual during their journey within the organization.

Performance Evolution



Using the Data

Find Coaches based on Competencies

Find stars and help them become better leaders and coaches for others and grow in their leadership competencies.

Identify people who can effectively mentor others through accountability and partnership.

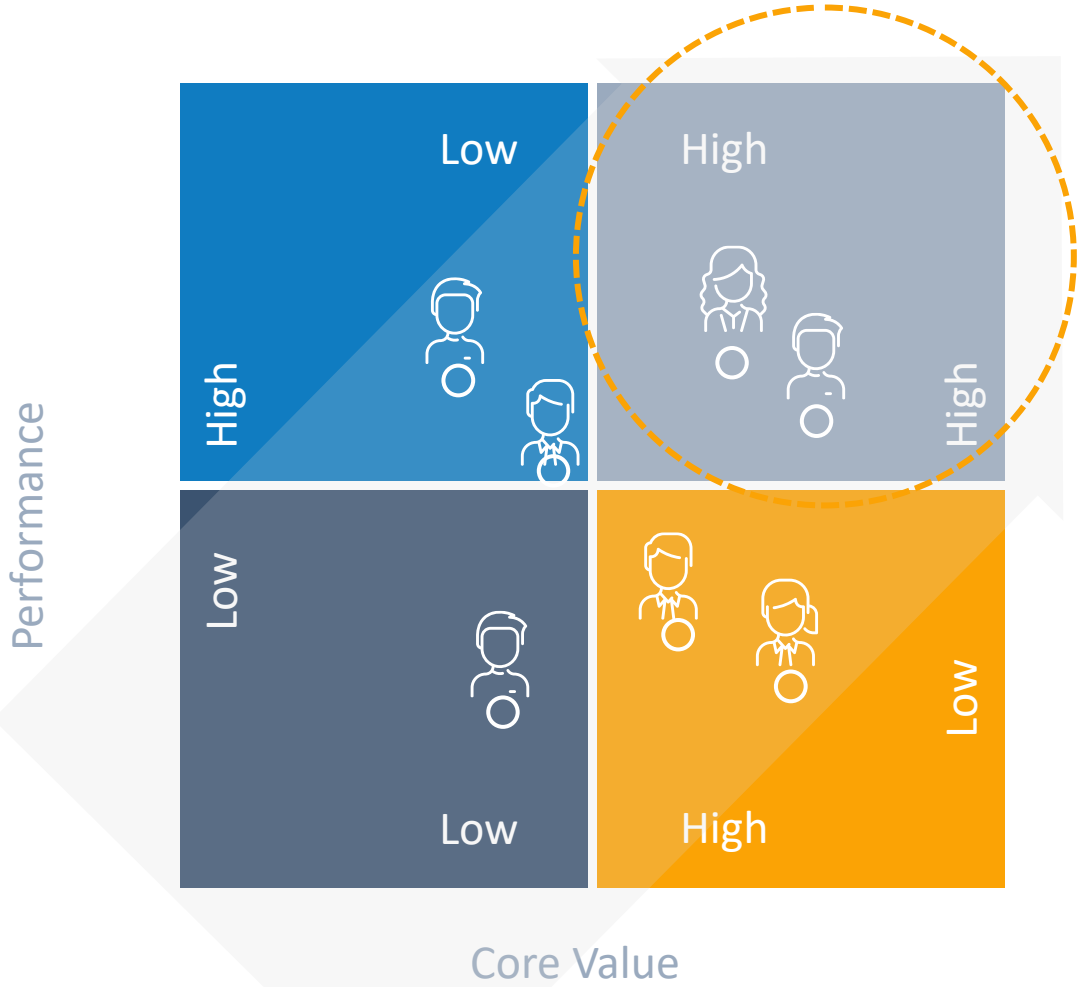
Coaches ask powerful questions rather than telling people what to do. (Deep Dive on a Full Coaching Course)

Using the Data

Workplace Satisfaction Rating	What could improve your workplace satisfaction?	What did your Manager and/or Organization do to help you feel appreciated?
Content	A different bonus structure related to open sales as well as closed sales. I have ideas of ways to collaborate internationally and would like to be given the OK to pursue these ideas and turn them into sales opportunities.	The group dinner at your home was a nice touch
Content	I like the autonomy I have to make my own decisions and handle HR business.	Respected my knowledge and give me the freedom to make changes to HR in the organization.
Content	I'd love to have more employee nights out with our friends. I think it would be fun for everyone to meet. Also, it would be nice to have some lunches brought in so we could eat at the office and get back to our desks quicker. This would allow me to enter more POs and not fall behind.	Colleen works with me a lot to make sure I understand our processes and don't screw up. She has been patient with me when I messed up and didn't get things ordered in time.

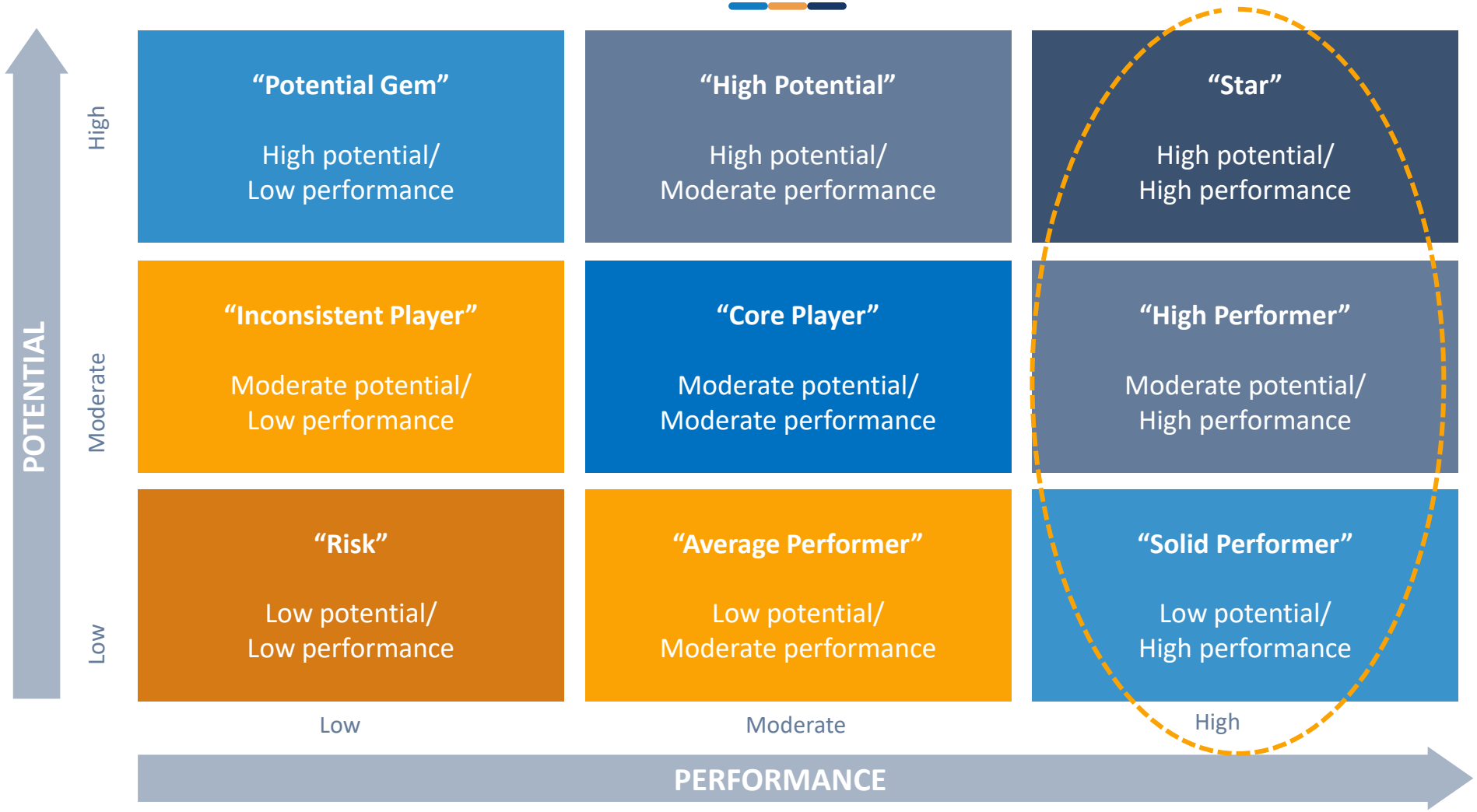
Identify Future Leaders

Evaluating Leadership potential is critical to sustainability.

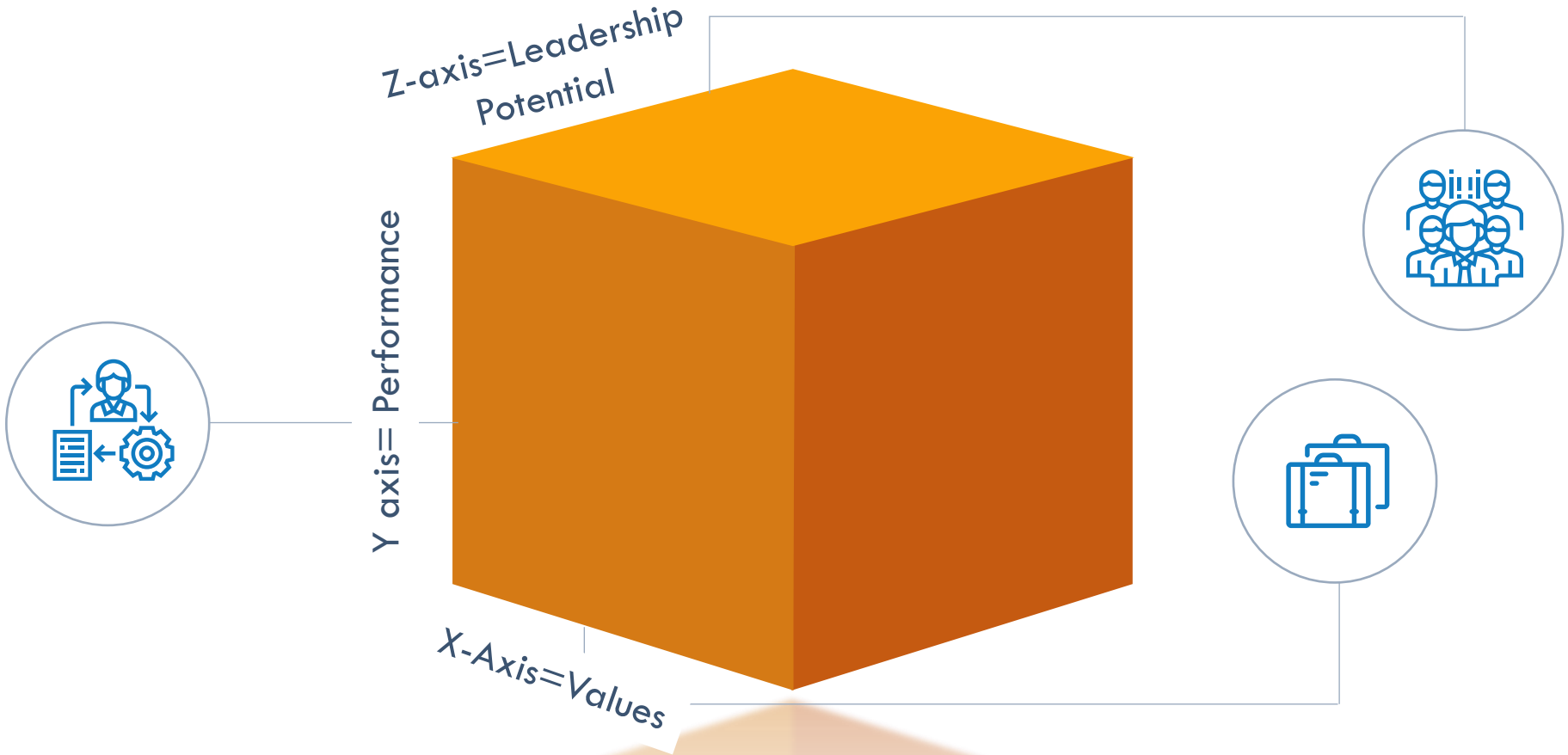


Engage in Succession Planning and Professional Development through a tool such as the 9-Box model.

Identify Future Leaders



Next Level Leadership Evaluation



Take a Way

What's your ONE THING?

Remember: Do something about ONE THING instead of NOTHING about everything.

And COVID-era working is not an excuse. You and your people need this now more than ever.

You can either survive,

adapt, or

INNOVATE.

What will be YOUR legacy?

Performance Culture

THANK YOU!

Sales@PerformanceCulture.com

To learn more and request a deeper dive.