RESOURCES

POSITIVE PERFORMANCE MANAGEMENT

3WH
WhatWhenWhyHow Ltd

LEADERSHIP & EXECUTIVE COACHING

PPM
APPROACH

PPM is an approach to managing performance which focuses on real time goal setting, forward focus, motivation and development.

Work is now flexible, adaptable and fast paced and the PPM approach allows managers to continually monitor projects and check everything is on track.

The Millennial generation want constant feedback and collaboration and PPM is the perfect solution to meet the needs of the business and your people.

1. Drives results
2. Builds stronger relationships
3. Removes the work and stress of the annual appraisal
4. Focuses on personal responsibility
5. Addresses problems as they happen, leading to faster solutions
6. Empowers and engages your team

The coaching manager encourages superior performance, open dialogue and accountability.

The core principles and beliefs of PPM

1. Everyone comes to work to do a good job
2. Everyone is responsible for performing their work in a way that helps the business achieve.
3. Feedback is a powerful tool to help others grow and deliver
4. The Managers job is to create an environment where employees succeed as individuals and as a team.

A BUSINESS PHILOSOPHY

PPM works when the culture, behaviours and values of a business are aligned around the guiding principles.

The company has a strategic mission and goal which is understood and communicated.

Mistake: Issue top down targets that have no context or meaning.

Solution: Explain your mission and how the target contributes to that mission

Example: We want to help leaders to create positive cultures where their people feel like they are making a positive and meaningful contribution. To reach more leaders and change the lives of others, we aim to grow the business by 10% this year.

Invest in long term, voluntary change in performance where managers and employees are invested partners

Mistake: Short term quick fixes that are top down directed.

Solution: Understand that changing cultures takes time and change is a daily practice that needs to be role-modelled from the top.

Example: Leaders communicate team goals and ask team and individuals how they can contribute. You set the direction and allow your people to decide the what and the how.
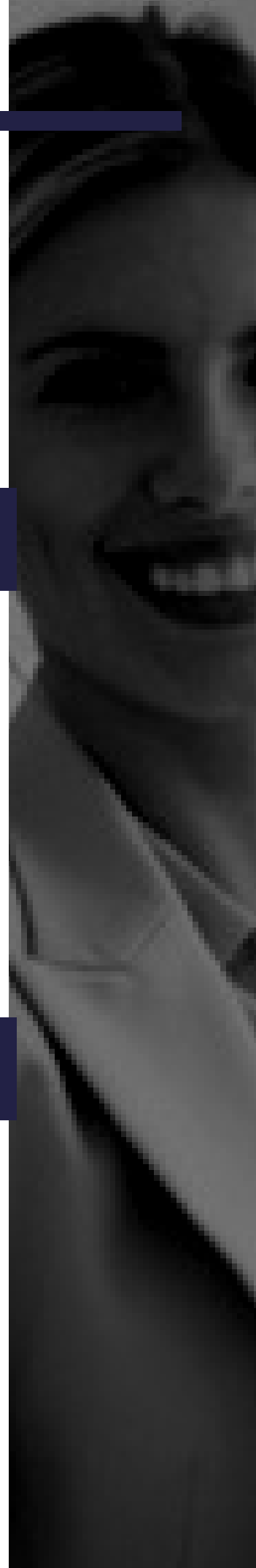
A behavioural shift

A culture based on trust, collaboration, respect and purpose.

Mistake: Management tells others what to do, sets targets for them and micro-manages performance

Solution: Managers communicate the purpose and objective of the team and then trusts and respects the team members to deliver outcomes. It is a collaborative process which flows continually.

Example: The team has been asked to create 2 new products. The team is asked what ideas they have, when they can create and how they want to do it. Then the manager agrees when the check-in points will be and then gets out of the way to allow the team to deliver.

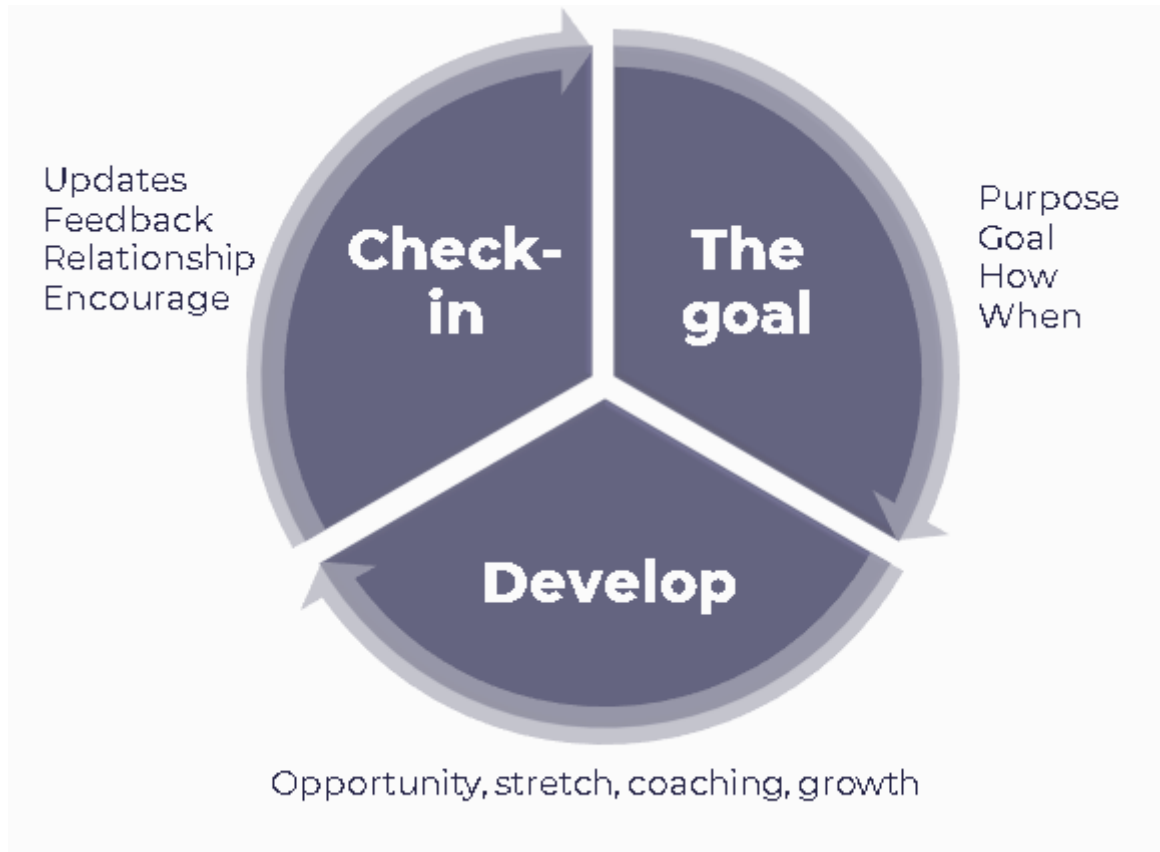**Is committed to developing talent and opportunities to succeed**

Mistake: Manager is focused only on what gets done

Solution: Manager is focused on what gets done as how it is done, continually looking for ways to develop and improve.

Example: In check-in conversation, Team member is asked for progress update and what they have learned, what they could have done better and what they want to do next. Manager gives time, energy and opportunity for continual growth and development. They know that when their team is developing and performing, the team succeeds.

BEST PRACTICE

Updates
Feedback
Relationship
Encourage

Check-in

The goal

Purpose
Goal
How
When

Develop

Opportunity, stretch, coaching, growth

PPM is grounded in open, human, productive conversations.

1. Set the goal - explain the purpose and agree when and how. Set in real time, as new projects arise.
2. Develop - wherever your team member is, meet them there. Some members will want to be stretch and coached, others may need more direction and steer. Adapt your style to allow others to develop and grow.
3. Check-in. Agree how you will check-in and monitor progress. daily, weekly, monthly? What information will you need and how will your team member want feedback. Review the goal and close the goal with a review.