

TOUCHPOINT CHANGE!

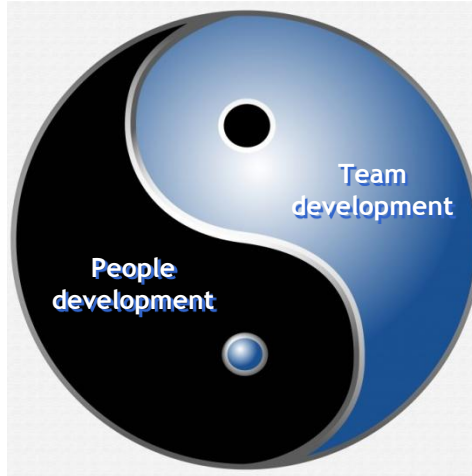


People Development And Performance Management – Driving your Success –

Business performance is dictated by the way all of your people work together to serve their customers. Hence people development is central to any organisation's success.

This process starts with an understanding of each person's capability and how effectively they work - individually, with their team colleagues, and across the whole enterprise. It has been said that only 10% of an organisation's performance is dictated by individuals and 90% by the way the totality of how the organisation works [Deming].

It is therefore vital to understand when to develop individual skills and when to develop people's ability to work together to improve the business.



Touchpoint Change offers a range of tools and approaches to discern where each approach is valid and then to achieve this development.

The sections overleaf summarises some of the tools that are considered. Some of these might already have been pioneered in your organisation, providing a good baseline of data and understanding on which to build.

This is the starting point for development - a journey of learning and improvement that will touch each individual, every team and ultimately the whole business.

We can move quickly to help resource your projects - contact us now to get started.

0845 1301 357

Info@TouchpointChange.co.uk

**... helping your people transform your business ...
... delivering the benefits of change ...**

TOUCHPOINT CHANGE!



Assessing and Developing Individuals

Every member of an organisation is an individual - with their own skills, abilities, strengths, weaknesses and flaws. Challenging each person to develop themselves and contribute to the team is vital. This motivation comes more naturally to some people than others, and few of us possess the instinctive psychological knowledge and self-awareness to know how best to do it.

There are a wide range of tools and methods that can help. Some of them deliver similar results in slightly different ways so you will need to discern which of them (or which combination) would be the most successful on your organisation.

We have Consultants who are trained in a wide range of these approaches. We can therefore talk you through the purpose and suitability of each of them and devise a development plan with you. Approaches that you could consider include the following:

The Desired Outcome

More skilled and engaged people working to the best of their ability with their colleagues - continuously learning and developing.

Learning Styles - this analysis identifies preferred styles so that people can learn more quickly and enjoyably - on the job, during a project or in the classroom.

Personality Types - approaches such as Myers Briggs help people understand themselves and their colleagues so they can value differences & cooperate more.

Performance Prediction and Development - the system we use provides an uncanny prediction of how an individual is likely to perform in a sales, service, management or professional role. Use in the recruitment process & as a baseline for development.

Occupational Skills and Aptitude - this assesses the basic skills that enables a person to do a particular job, or progress in a particular career.

Talent and Career Development - this clarifies direction for people and identifies potential senior staff for technical or management roles.

Performance Management - this is crucial for any systematic development. It will lay out a framework for HR, managers and individuals to work together to develop skills and practice them during day-to-day work and projects.

We would not usually advocate introducing multiple analysis tools simultaneously. A focused plan is a pre-requisite to ensure you get the maximum benefit from the approach that you adopt. It will need to be dove tailed with your organisation development approach too.

Contact us now and we will start to help you achieve the changes you need.

0845 1301 357

Info@TouchpointChange.co.uk

... helping your people transform your business ...
... delivering the benefits of change ...

TOUCHPOINT CHANGE!



Assessing and Developing Teams

Systematically developing performance across an organisation is not straight forward. The peaks and troughs of business testify to this. A systematic approach to improvement that everyone understands and is involved in, will enable progress to be more consistent and more satisfying.

Each organisation has unique challenges and a unique team of people. Each has had experience of a unique combination of techniques in the past. We can help you decide which ones to build on, which ones to introduce, and how you could engage more people so as to accelerate the rate of improvement. Areas to consider include the following:

The Desired Outcome

A well coordinated organisation with each team and function cooperating well and continuously improving every aspect of the business.

Team roles - people often fall naturally into certain team roles. Profiling tools such as TMS or Belbin provide a structure for teams to understand their own preferences and the interactions with others to make help them work more effectively.

Organisation Design - the design of an organisation has a huge bearing on its chances of success. Every structure has a stated logic, but they do not all work as planned. Knowing when to reorganise (and how) - and when to address other issues - is key.

Role Structuring - it is vital to define roles that will streamline the end-to-end business process and provide job satisfaction. Functional roles that cause multiple hand-offs and frustrate front line staff should be avoided.

Breaking Down Barriers/ Conflict Resolution - long standing problems cripple many organisations. These deep rooted issues must be surfaced and confronted in a positive way by a trained expert - and actions followed through.

Strategy And Policy Alignment - this is not just a matter of 'cascading' objectives, setting targets and hoping everyone goes in the same direction. Each organisation must have an effective method of deploying its strategies and policies.

Invite Touchpoint Change to explore these areas with you and develop a plan to improve the performance of your people and organisation. The plan will not only provide a robust business case but will provide a more stimulating place for everyone to work and a better organisation culture - one that customers will notice too.

Contact us now and we will start to help you achieve the changes you need.

0845 1301 357

Info@TouchpointChange.co.uk

... helping your people transform your business ...
... delivering the benefits of change ...