



Point of View



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The Performance
Collaborative

"The impact that managers make on the performance of individuals and teams cannot be understated. Yet, growth dashboards are filled with financial and operating metrics but completely ignore data related to manager effectiveness and team climate. To stay true to the values we espouse as people-centered organizations, companies must bring these insights to the forefront of the business review and planning process."

Measuring and tracking progress is commonplace within businesses large and small. It's essential for growing businesses to understand what's happening now and to decide how to improve. There are countless KPI's usually based around sales performance, customer success, financial performance, etc. But right now there is a developing theme of measurements in the human capital area of business and it's starting to be seen as a priority initiative.

It's noted that around 80% of an organization's value lies in its less tangible assets - human, intellectual, and social assets. To date, measurement in the human or people area has been in the form of total cost of workforce staff churn, training and development, retention of talent, and employee engagement. However these are all measures of outputs. To make real and lasting performance improvements, we need to understand (and act on) the things that drive those outputs.

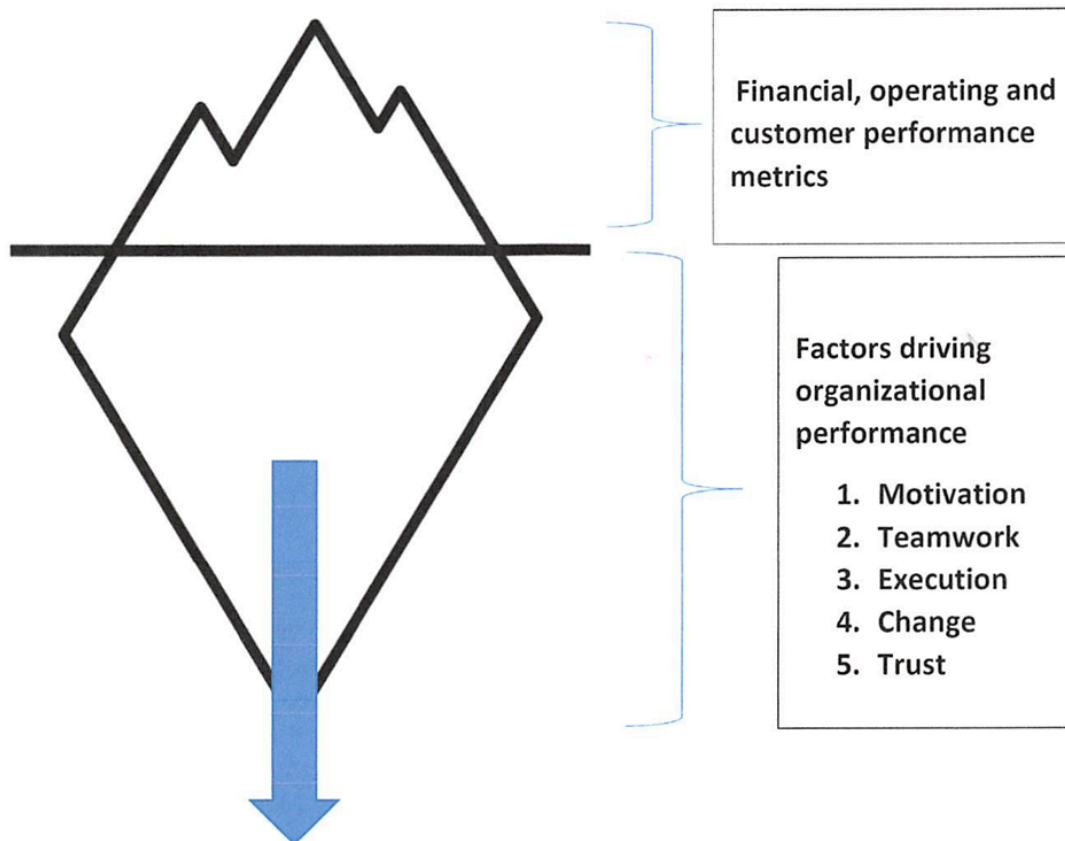
High-performing organizations understand and appreciate the impact people have on strategy execution and business results. Data and insight into the people-side of performance helps:

- Focus training and development spend in the right areas
 - Advance leader and management capacity
 - Improve employee health and well-being
 - Enhance the quality of decision making
 - Provide benchmarks across managers, functions, and teams
 - Prepare for change and adaptive moves
 - Improve the key drivers of organizational performance
 - Equip new leaders with a team performance improvement roadmap
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The Iceberg Metaphor

The iceberg metaphor is a concept often used to illustrate the idea that much of what influences or constitutes a particular phenomenon is hidden beneath the surface.

In the context of team performance, the iceberg metaphor describes how the key drivers of performance remain hidden beneath the surface (such as underlying beliefs, attitudes, informal networks, and unspoken norms).



Contact Us

For further information and an overview of available options to bring people-performance data into your view , please reach out to us:

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