

SUBJECT

The Demise of Performance Management and The Rise of Mediocrity Bringing Accountability and Personal Development Back To the Workplace

During the past fifteen years, with the rush to the bottom line, there has been a perceptible and rather precipitous decline in the quality and value of performance management practices. A *scorecard and checklist mentality* has been heightened by the reality that managers are rewarded much more for “doing” than for supervision or the development of their direct reports. The result is an exporting of predictable management problems to expensive coaches and consultants - or ignoring them until drastic action is mandated. Next to hiring, maintaining high-level performance from workers is the most essential management function. Our research shows over and over that managers are not rewarded for quality supervision nor are they provided the time or tools to do it well. It begins at the top of the organizational food chain and is modeled at each subsequent level. We offer a \$ based argument to re-establish quality performance management with a strategy designed to increase both performance and morale.

TIME TOPICS

- 15% The stage is set by exploring the demise of traditional performance management and the declining role of supervision in the organization. Why this is occurring along with the attendant dysfunctions that result is critical information that is not considered by many leaders.
- 25% The nature of effective supervisory practices with a focus on accountability and leader development is designed to engage the participants in what we have learned in recent years that both motivate employees and helps to engender high morale and low turnover.
- 35% We demonstrate a model of performance management that takes time to save both money and time in the long run. It is designed to challenge employees, while, at the same time, increasing their loyalty and commitment to the organization.
- 15% We analyze the costs, and benefits to the organization for changing the current trend. At the same time, we explore specific tools and techniques essential to make it successful.
- 10% Performance management is the cornerstone of any organizational culture. It reflects to its members whether core values are actually “lived,” whether management cares about individuals, and whether accountability is tied to more than bottom line profits. Here we explore how this is the centerpiece of a long-lasting and productive culture.

WHO SHOULD ATTEND

Leaders who have a short-term view of management, one that feeds off reaction rather than thoughtful planning and strategic actions, will not want to attend this program. It is for leaders who believe that worker engagement, ongoing feedback and measured accountability are worthy of their time and the time of their employees. Supervision must be seen as an investment, not an obligation, as a vehicle that adds to both productivity and morale.