

# The Performance Improvement Sequence for Success

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Incentive Services University

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Through our experience, we have learned that there are three phases in the Performance Improvement Process: Strategic Planning, Strategy Design and Performance Management.



## Phase 1: Strategic Planning

The first phase of the Performance Improvement Process is Strategic Planning. In this phase, two questions must be answered and agreed upon by the Leadership Team:

1. What are the key Business Issues you would like to improve?
2. What are the related Performance Issues that will impact the Business Issues if appropriate behaviors are changed?

## Phase 2: Strategy Design

The second phase of the Performance Improvement Process is taking the information learned from the Planning phase, and applying it to a Strategy Design. All Strategy Designs should include elements from the four cornerstones of Performance Improvement:

1. Communications: to introduce the strategy, generate excitement, and sustain interest.
2. Training: to further develop the skills necessary to improve performance.
3. Reinforcement/ Rewards: to motivate participants to action.
4. Measurements/ Analysis: to provide performance information that will help you measure progress and make business decisions.

## Phase 3: Performance Management

The third phase of the Performance Improvement Process is Performance Management. Performance Management can be defined as the active engagement of the Leadership Team in driving the behaviors of their managers and program participants to achieve business goals. It is the process of using the analytical data provided from the Measurements/ Analysis Group, and holding people accountable for their performance.

## Conclusion

Results continue to prove that when organizations follow this three-phase sequence for success, performance is maximized. For additional information or Case Studies, contact an Incentive Services Sales Consultant.