



PERFORMANCE  
MANAGEMENT  
FOR HUMANS



# WHAT WE ARE TRYING TO ACHIEVE IS EVER SO SIMPLE



(but we conspire to make it really difficult)

14%

OF EMPLOYEES CONSIDER  
THEMSELVES ENGAGED

20%

OF EMPLOYEES ARE  
CONSIDERED ACTIVELY  
DISENGAGED

Here is Edwards Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it.

# WHY PERFORMANCE MANAGEMENT IS PROBABLY KILLING YOUR PERFORMANCE

(the science bit)

# IN A SURVEY OF 60,000 MANAGERS OVER 10 YEARS IN 4 CONTINENTS

**0.77%**

of leaders were considered to be in the top third of performers measured by their ability to focus both on work goals and the needs of other people

#1

TREAT YOUR PEOPLE LIKE YOU  
WANT YOUR CUSTOMER  
TREATED

(and probably even better.)

#2

HAVE A CLEAR VISION

(and live it consistently)





“The Ritz-Carlton is a place where the genuine care and comfort of our guests is our highest mission”



#1 Deliver wow through service

#3 Create fun and a little weirdness

#8 Do more with less

#10 Be humble

#3

# THINK OUTSIDE-IN

(or take a walk in your customer's shoes)

"Not everything that counts can be counted; not everything that can be counted, counts."

-A. Einstein

# CLOSING THOUGHTS

- 1 Performance management is REALLY
  - all about people talking to people
  - all about delivering a Vision

- 2 If you can't be consistent with your vision why should anyone else care about it?

- 3 If you are measuring it, ask yourself whether the customer cares