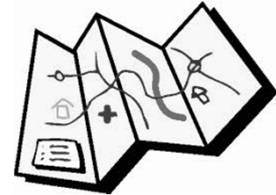


AGENDA

- Introductions
- Assignment: Existing Performance Gap?
- HPT: Principles, flow and consulting approach
- What **IS** a Gap Statement?
- Root Cause: working with the 5 W's
- Performance Drivers
- 'After Action Review'
- HPT Resources
- What's next?



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INTRODUCTIONS

At your table groups:

- Name and Organization
- What brought you to this breakout today?
- What are your expectations for the next 90 minutes?



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WHY ARE WE HERE?



السراج
serajbakeer.blogspot.com

وراقك
بعد التخرج

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ASSIGNMENT

Identify and record an existing performance gap in your program, volunteer or client performance.




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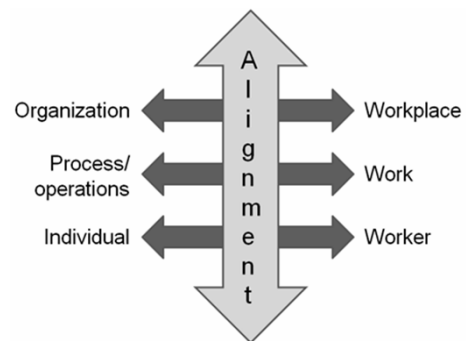
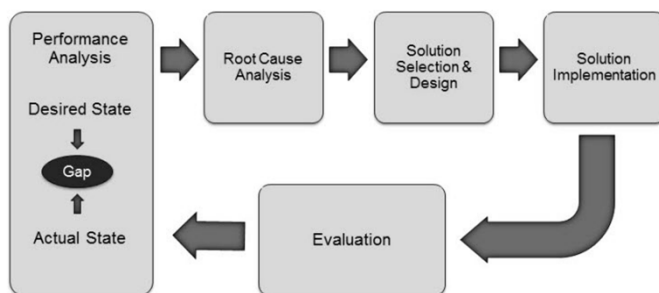
EXISTING PERFORMANCE GAP




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HPT: FLOW AND CONSULTING APPROACH

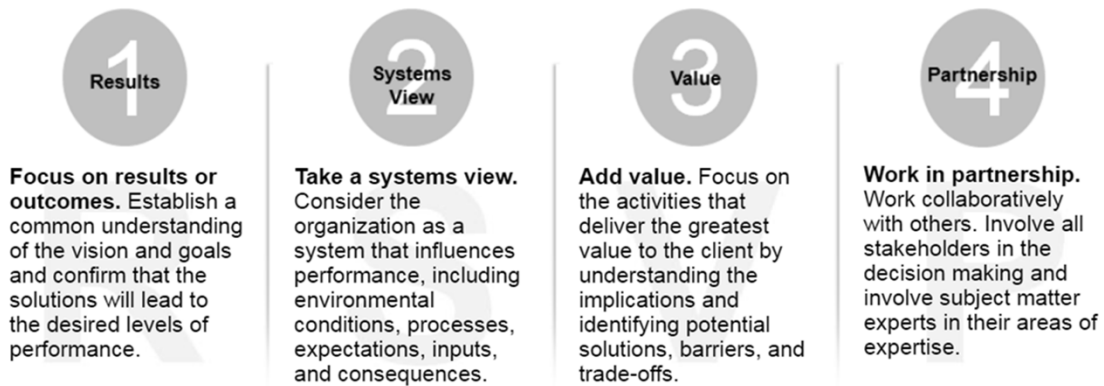
Aka Root Cause Analysis



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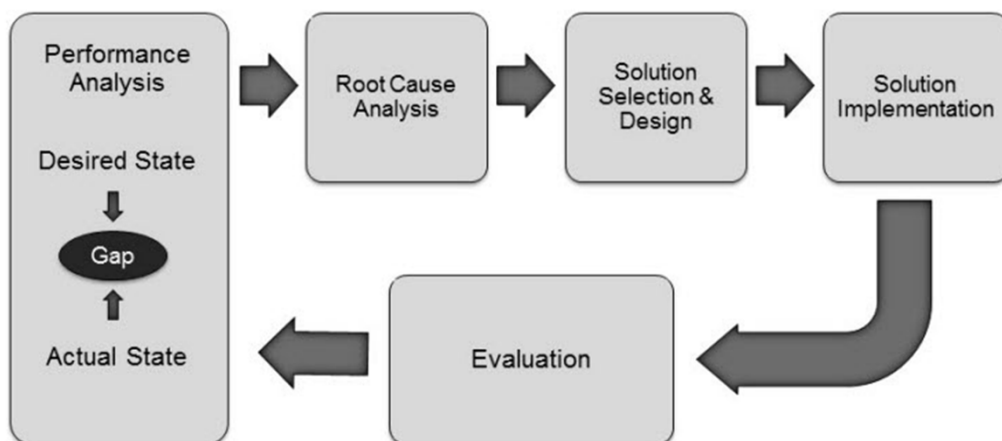
RSVP: PRINCIPLES

The first four standards are best known as HPT principles. These are easily remembered by the acronym **RSVP**. The principles provide us with a common language that we can use in our day-to-day vernacular and establish the foundation of systems thinking. We already do a lot of this today.



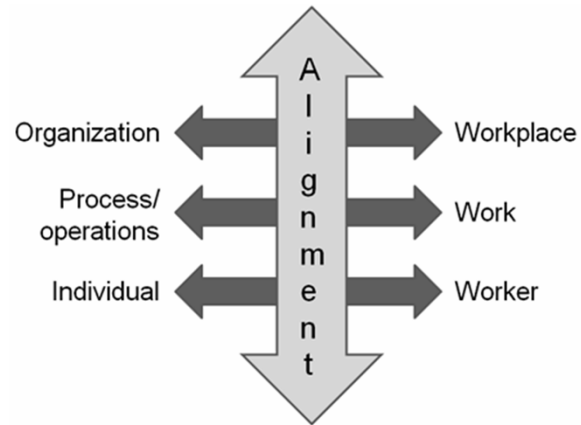
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HPT: MODEL



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HPT: SYSTEMS APPROACH



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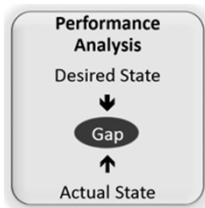
WHAT IS A GAP STATEMENT?

Σ : Desired Performance – Current Performance = Gap



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In small teams: using the existing performance gap identified, create a GAP Statement.



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5 W'S



1. **What** is the issue?
2. **Where** does the issue occur?
3. **When** does the issue occur?
4. **Who** are the performers (group) having this issue?
5. Is it **worthy** of additional analysis—what does the issue impact?

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PERFORMANCE DRIVERS



Environment 85%	Feedback & Information <ul style="list-style-type: none"> How employees learn whether their performance is on track and how often this feedback occurs. Organizational Policies Job or Task Procedures (How-to Data) 	Environment, Resources, & Tools <ul style="list-style-type: none"> The performer's work environment (ergonomics, safety) Time, material, & personnel Up-to-date and efficient tools, applications, & equipment 	Consequences & Incentives <ul style="list-style-type: none"> Financial incentives made contingent upon performance Non-monetary incentives Career-development opportunities Clear consequences for poor performance
	Knowledge/Skills <ul style="list-style-type: none"> The performers have the skills and knowledge needed to achieve the desired state of performance Ample opportunity to use the knowledge / skill Continuous development to maintain effectiveness in current roles 	Capacity <ul style="list-style-type: none"> The performer's ability to handle or manage what is required (factors such as physical ability, verbal skills, intelligence) Flexible scheduling of performance to match peak capacity Employees are recruited and selected to match realities of the work situation. 	Motives <ul style="list-style-type: none"> Motives of employees are aligned with the work and the work environment. Employees desire to perform the required jobs.

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GAP STATEMENT

DESIRED PERFORMANCE – CURRENT PERFORMANCE = GAP



facts & data & facts & data & facts & data & facts & data & facts & data	Feedback/Inf.	Env./Res./Tools	Cons./Incen.	Knwlg./Skills	Capacity	Motivation
Based on the Performance Gap you identified.....						

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PERFORMANCE DRIVERS

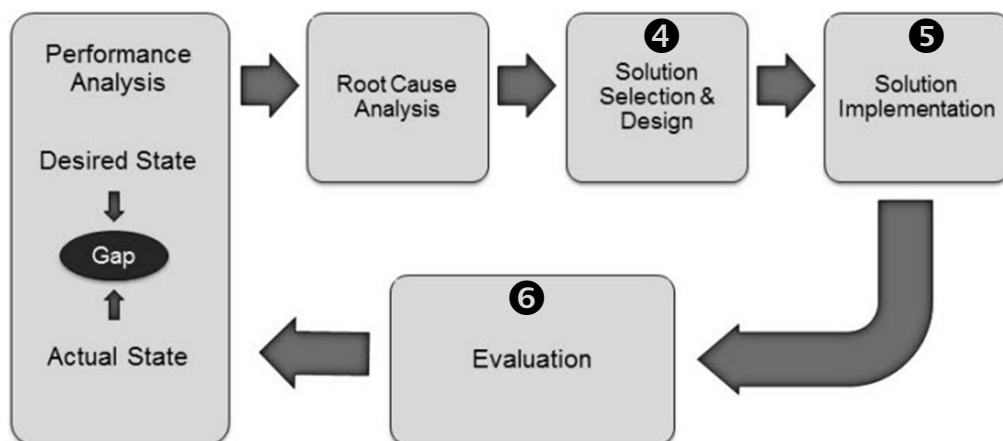
STEP
3



Environment 85%	Feedback & Information <ul style="list-style-type: none"> How employees learn whether their performance is on track and how often this feedback occurs. Organizational Policies Job or Task Procedures (How-to Data) 	Environment, Resources, & Tools <ul style="list-style-type: none"> The performer's work environment (ergonomics, safety) Time, material, & personnel Up-to-date and efficient tools, applications, & equipment 	Consequences & Incentives <ul style="list-style-type: none"> Financial incentives made contingent upon performance Non-monetary incentives Career-development opportunities Clear consequences for poor performance
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HPT: MODEL



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AFTER ACTION REVIEW?

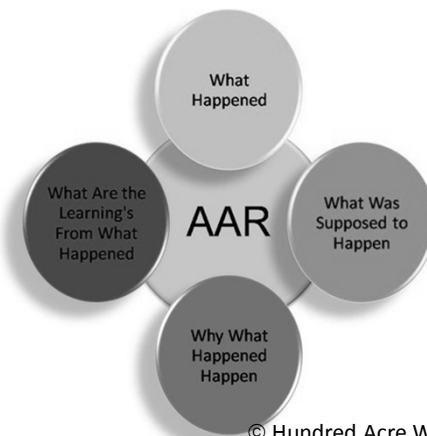


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AFTER ACTION REVIEW

Structured **review** or de-brief process for analyzing what happened, why it happened, and how it can be done better by the participants and stakeholders.

- ✓ Formal? Informal?
- ✓ Value?
- ✓ Obstacles?



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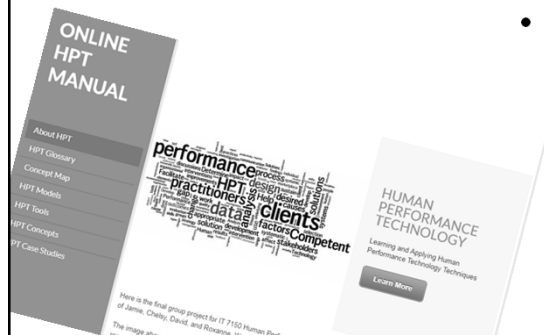
- ✓ What *exactly* are we documenting?
- ✓ Why?
- ✓ When?
- ✓ How?
- ✓ What purpose(s) might this serve?


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Performance Improvement Resources

- HPT QRG Handout
- HPT Analysis Workbook
- Online HPT Manual <http://hpt2014.weebly.com/>
- HPT Resources www.ISPI.org
- *Google: 'gap root cause resources'*



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WHAT'S NEXT?



Using ***your*** GAP statement:

- ✓ What will be your next steps?
- ✓ How will you utilize the practice, and resources discussed today in your organization?
- ✓ What can you imagine might impede your progress?
- ✓ Who or what could help?

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Thank You!



James Thacker
303-521-0163

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