



Derek Hendrikz Presents:

Process-based Performance Management

An advanced workshop in developing and implementing organisational PM System...

About the Workshop:

The process-based performance management workshop is a master class presented by [Derek Hendrikz](#) and aims to empower managers in the art of developing and implementing an organisational performance management system. Participants will be coached in the various stages and dimensions of performance management development and implementation. On completion of the training programme learners will be able to participate strategically and operationally in PMS development.

Programme:

Time:	Day 1: Defining Work	Day 2: Quantifying Work	Day 3: Evaluating Work
08:00-08:30	Administrative Matters	Open Window	Open Window
08:30-10:00	Understanding Human Performance	Developing the Master Scorecard	Appraising performance
10:00-10:15	<i>Convenience Break</i>		
10:15-11:45	Creating the black box	Creating the PM system	Horizontal vs. Vertical development
11:45-12:45	<i>Lunch</i>		
12:45-14:15	Process & strategy analysis	Managing culture through effective PM	Remedies to ability (knowledge & skill) problems
14:15-15:30	<i>Convenience Break</i>		
15:30-16:00	Linking roles and competencies to work	Managing inputs and outputs through effective PM	Remedies to motivational problems

Day 1:

Understanding Human Performance:

- Managing the ability / attitude ratio
- The human performance continuum
- Measuring ability
- Measuring motivation



Creating the Black Box:

- Organisational Black Box theory
- Defining inputs and outputs
- Process theory
- The master scorecard system.
- Direct vs. Inverse organisational relationships.
- Defining behaviour; the anatomy of collective mind – Organisational Paradigm
- The Black Box and organisational values

Process & Strategy Analysis:

- Analysing core organisational processes
- Process analysis methodology
- Using a scorecard system to analyse resource flow
- Loading the Black Box
- Analysing strategic initiative

Linking Roles and Competencies to Work:

- Translating mission to structure
- Translating structure to roles
- Translating roles to competencies
- Developing role competencies

Day 2:

Developing the Master Scorecard:

- Environmental analysis
- Process quantification
- Project quantification
- Quantifying the sum total of all organisational work
- Ensuring implementation through structure, systems and culture

Creating the PM System:

- Fundamentals of PMS
- Understanding performance risk
- Developing input indicators
- Developing output indicators
- Developing behavioural indicators

Managing Culture through effective PM:

- The construct of organisational paradigm
- Internalising values
- The 'one value fits all' trap
- Measuring values

Managing inputs and outputs through effective PM:

- Effectiveness vs. efficiency
- Resources (people, money, assets)
- Resource behaviour (depreciation, appreciation, motivation)
- Resource capacity (machine cycles, floor space, human hours of work, etc.)
- Implicit intelligence (task definitions and process dependency)
- Tacit Intelligence (decision-making, problem-solving, team leadership, etc.)
- Time (cycle duration, target dates, etc.)
- Authority (roles, positions, teams, etc.)
- Rules (policy, regulations, procedures)
- Location
- Quality & Quantity

Day 3:

Appraising Performance:

- Mathematical vs. perceptual metrics
- Understanding the relationship between inputs, outputs and behaviour
- Using a weighting system
- The structure of a performance appraisal
- The frequency of performance appraisals

Horizontal vs. Vertical Development:

- People development theory
- Training vs. mentorship vs. coaching vs. organisational development
- Developing a person to be 100% within his / her current role
- Developing a person to be proficient in someone else's role

Remedies to Ability (knowledge & skill) Problems:

- Determining the development gap
- Willingness to perform vs. ability to perform vs. opportunity to perform
- Ability problems due to inadequate development
- Ability problems due to inadequate aptitude
- Ability problems due to inadequate resources

Remedies to Motivational Problems:

- Motivational problems due to non-satisfactory incentives
- Motivational problems due to non-salient rewards
- Motivational problems due to conflict at work
- Motivational problems due to personal problems
- Motivational problems due to physical or health problems
- Motivational problems due to unclear or unrealistic expectations

About Your Presenter...

[Derek Hendrikz](#) is a renowned international strategic leadership & management [trainer](#), [speaker](#) and [consultant](#) who during the past twenty years have satisfied beyond [50 000 happy participants](#) in more than [150 companies](#) in over a dozen countries worldwide. In the field of strategy development he has successfully completed more than 40 international [consulting projects](#).

He specialises in the training of [executive teams](#) and is mostly contracted to train Board Members and EXCO teams in the field of strategy development, implementation, change management, leadership, and other executive areas.

On the social networking front he has thousands of followers and downloads on [YouTube](#), [FaceBook](#), [SlideShare](#), [Twitter](#), [LinkedIn](#) and others...



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Training Methodology:

[Derek Hendrikz](#) is a Certified Professional Trainer (CPT) with the [Southern Africa Professional Trainers Association \(SAPTA\)](#). In terms of ratings, [Derek](#) is internationally acclaimed and beyond comparison with thousands of [highly satisfied customers](#). The methodology is based on interactive learning, i.e. learners will learn by doing. Inspirational presentations are combined with facilitated sessions and experiential exercises. Furthermore learners will use examples from their own organisations, thus ensuring that learning is anchored at their workplace. As with all [Derek's](#) training programmes, he strives to effect actual change back at the workplace through effective and practical outcomes based training.

**Enquiries & Bookings****Annelize Burger**

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