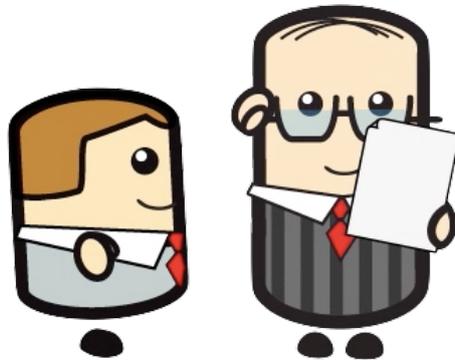


People and Performance

Vanguard Workshop Series

PROVEN IN UK/EUROPE - NOW AVAILABLE IN AUSTRALIA & NEW ZEALAND

HELPING PROGRESSIVE LEADERS MAKE ORGANISATIONS THRIVE



**PEOPLE AND PERFORMANCE
IMPROVING SYSTEMS TO OPTIMISE HUMAN PERFORMANCE.**

- Clarify your people problems
- Identify the root causes
- Prioritise improvements
- Understand the impact of your performance management

ABOUT THE VANGUARD METHOD

Vanguard Method Australia and New Zealand work with Service Organisations to create ground-breaking and sustainable change

To differentiate your services, by definition, you need to use different methods to those being used by everyone else.

In Europe, the Vanguard Method is now being recognised as the principal method for improvement in service organisations, producing fast, effective, tangible and sustainable results and now the Vanguard Method workshops are available in Australia and New Zealand.

Applied in the UK, Canada, Germany, Sweden and South Africa, the Vanguard Method has produced remarkable improvements in a wide range of service organisations, from telecommunications, utilities and financial services organisations, to health & care, council services, emergency services and public housing providers.

Vanguard have received numerous academic awards for our contribution to management science. We are often cited in the press and are called upon to present innovative thinking to government led think-tanks and improvement committees.

Increase sales, reduce costs



THE VANGUARD METHOD FOR PRIVATE COMPANIES

The Vanguard Method in the private sector leads to redesigning customer shaped services, enabling better ways for attracting, acquiring, growing and retaining customers today and tomorrow. Customer-centricity is reconceived and operationalised. Continual innovation is designed in. Private sector clients have achieved improvements in customer satisfaction. It's been better for the people that serve customers and shareholders have seen the benefits of improved profits.

“The performance of anyone is largely governed by the system he works in.”

W. EDWARDS DEMING, FATHER OF THE QUALITY EVOLUTION

“It becomes easier to do a good job because your work is designed well. People can predict performance, they can take preventative action and they can take the right decisions on where to focus for improvement. You get culture change by default Engagement scores go through the roof, attrition just drops and absence rate disappears.”

PAULINE HOLROYD, VICE PRESIDENT, HR, EUROPE, MIDDLE EAST, AFRICA AND ASIA PACIFIC,
CRAWFORD AND COMPANY

PEOPLE AND PERFORMANCE WORKSHOP

Explore how applying the Vanguard Method in your organisation as a customer-centric system could significantly improve people performance.

» Audience

Managers at all levels who want to increase employee performance and improve customer service.

» Outcome

You'll identify the most significant impacts on employee performance, discover performance problems caused by the way work works in your organisation and start to fix them.

» Overview

Held in-house at your organisation, this 'action learning' workshop is designed to help organisations significantly improve employee performance. We know a bad system will always defeat a good person, so this isn't about working on the people. For organisations to get better at what they do, their people have to be able to learn. Working within a rigid framework that is designed on outdated norms makes it almost impossible for employees to learn. You will find out about reversing current norms and placing the development of workers, individually and collectively, at the heart of the operation.

When participants return back to work they will need to study their area of the organisation. It is likely they will have to engage staff in collecting information during this time.

SESSION 1

Current practice and fresh ideas

- Identify your people problems.
- Review how you measure performance and whether it shows significant variation.
- Discuss how your people know they're doing a good job and the ways you keep them motivated.
- Be introduced to the Vanguard Method and its perspective on performance.

SESSION 2

Assessing the effect of current measures

- Analyse the effect of your people initiatives on organisational performance.
- Identify how your people come to understand what they are meant to do and assess how effective this is.
- Explore variation theory and how it explains differences in performance.

SESSION 3

Examining some people-related practices

- Examine your approach to recruitment.
- Evaluate your induction programmes.
- Identify how change happens in your organisation.
- Look at your learning culture and assess its efficacy.

SESSION 4

Developing a system view of your organisation

- Understand customer demand – who are they, why do they contact you, what do they want and how do they want it?
- Create a customer view of your organisation's purpose.
- Assess your performance in achieving that purpose.
- Identify what is hindering that performance.

SESSION 5

Turning observations into action

- Summarise what you have learnt and identify information gaps.
- Identify and prioritise early opportunities for improving performance.
- Consider implications for roles and organisational structure.
- Start planning how to take action and measure the effectiveness of changes.





DON'T TAKE OUR WORD FOR IT.

On our website, European managers who have faced the same challenges you are facing describe in their own words the substantial, rapid and innovative change they have achieved. Hear what they have to say www.whatisthevanguardmethod.net/workshops

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