

Improving Performance

Jenny Whitener, Chief Executive, Bridge Consulting International, LLC

A collaborative approach to performance results

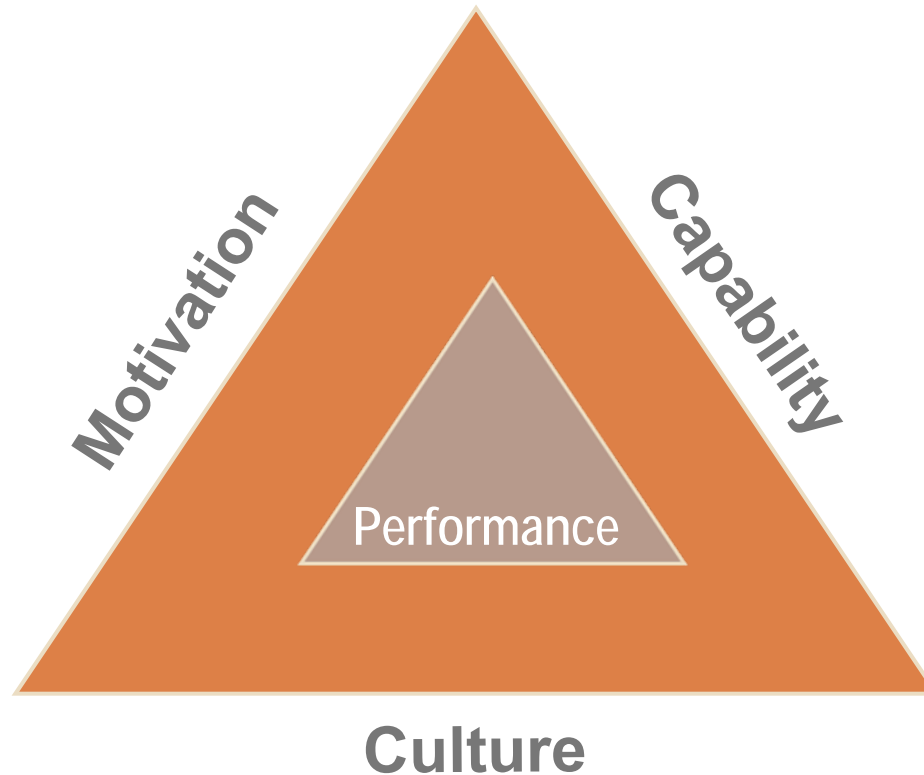
Then, we developed a learning strategy that included five key elements.

2

- Integrate learning with the strategic business needs
- Integrate learning with our internal processes to create an organizational performance model
- Transform learning through innovative learning capabilities
- Deliver a high value, performance enabling, curricula
- Manage learning as a portfolio of investments

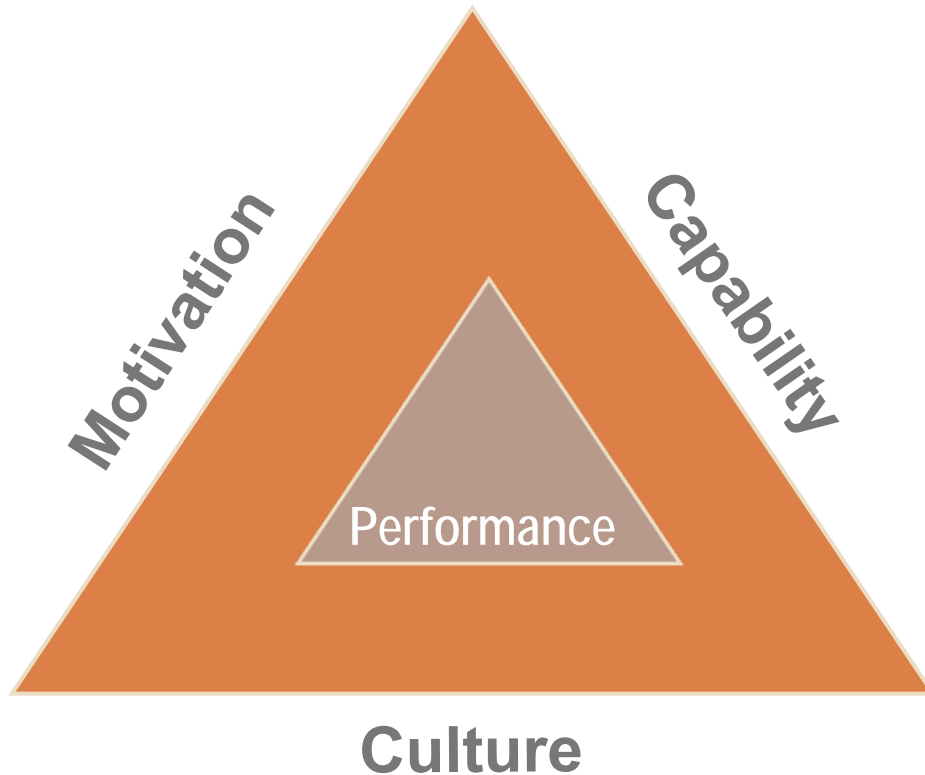
Our Performance Model approach includes three critical elements.

3



To build capability, we focused on the elements to increase the skills, knowledge & behaviors essential for performance.

4

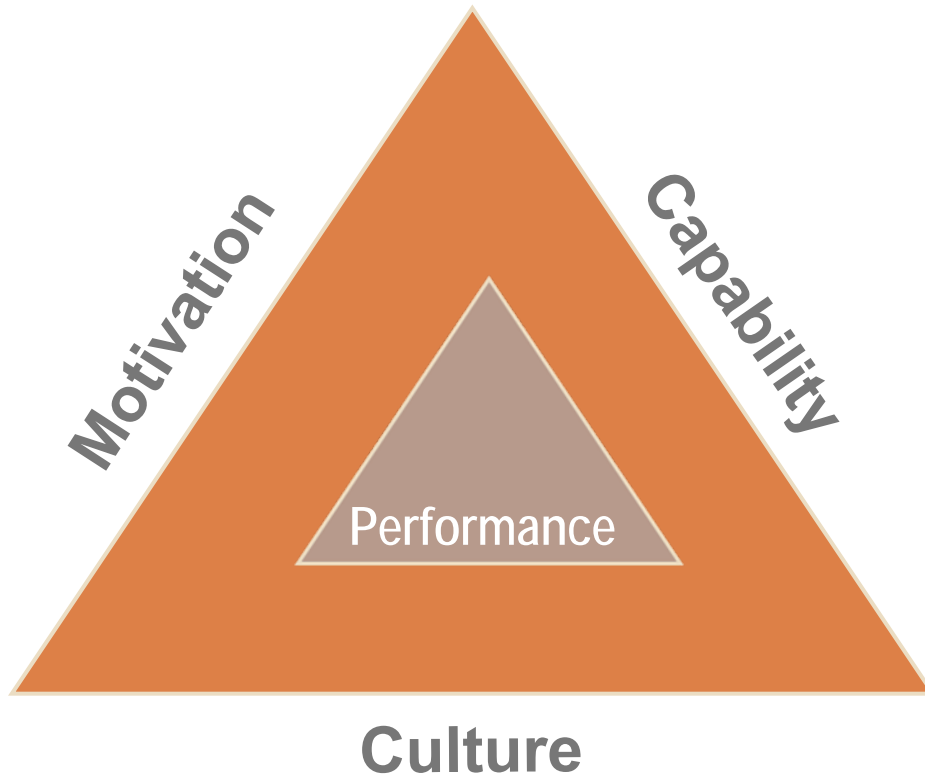


Capability

- Competency assessments
- Learning strategy
- Learning curricula
- Creative & rapid response delivery
- Online collaboration, knowledge management, and methods repository
- Staffing alignment
- On the Job Learning & Mentoring

To motivate individuals to perform differently, the linkage of motivation to new capabilities was required.

5

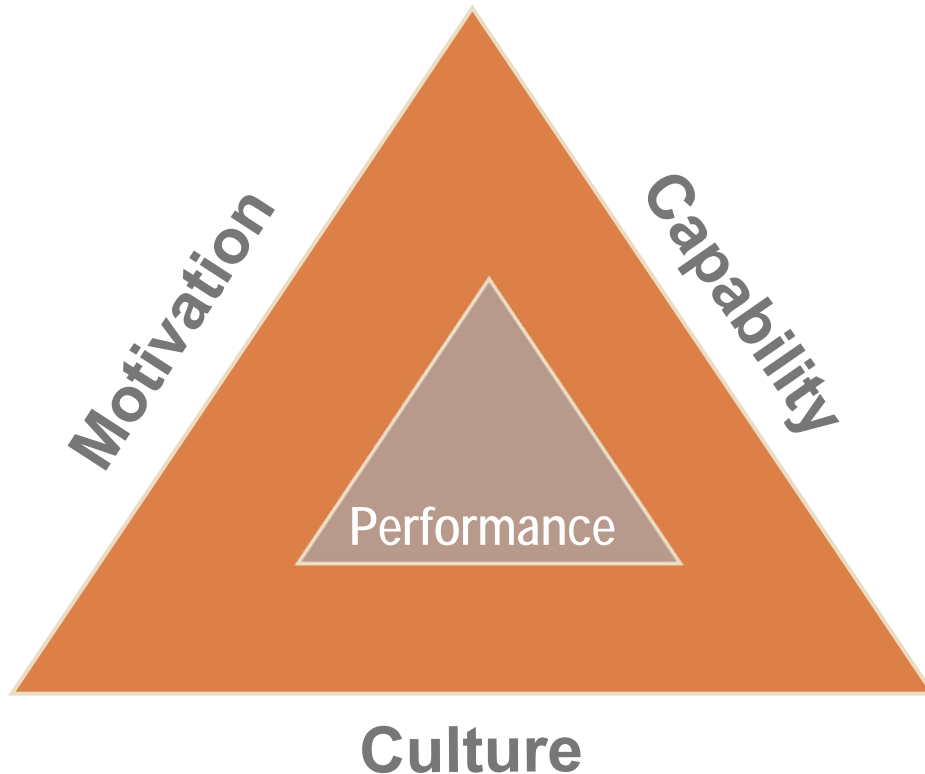


Motivation

- Alignment of individual and organizational goals to performance assessment and rewards
- Assessment and reward/ consequences for application of newly developed skills
- Establishments of change agents
- Recognition of new behaviors

To realize the new performance, the culture needed to support the change.

6



Culture

- The Leadership Actions:
 - leading the vision,
 - sense of urgency,
 - eliminating barriers,
 - recognizing success,
 - walking the talk,
 - coaching, etc.
- Change champions
- Mutual accountability culture
- Operating norms

How do your learning initiatives map to the Performance Model?

7

Initiative	Capability	Motivation	Culture

Performance Model Interview Guide:

8

Situation	Current Practices	Solution Options
Past Results & Future Goals		
Capability		
Motivation		
Culture		

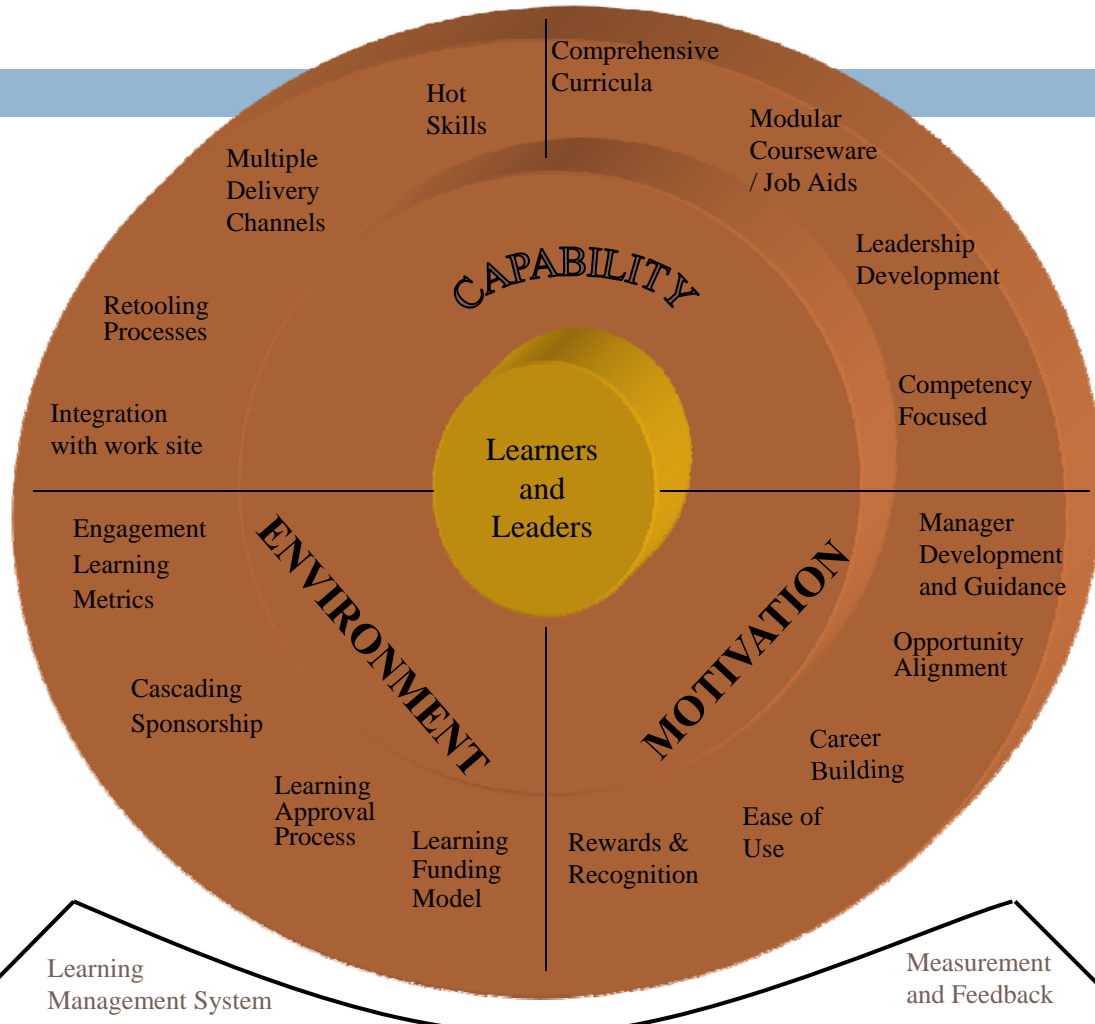
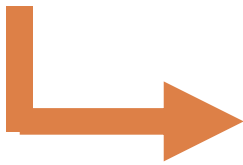
A comprehensive view of a Performance Based learning

capability

9

INPUTS

- Performance Goals & Capabilities
- Solution Offerings
- Career Paths
- Market Demand
- People Strategy
- Demand / Supply Plans



OUTPUTS

- Performance
- Career Growth
- Business Impact
- Behavior Change
- Employee Satisfaction



Learning Management System
Learning Managers and Resource Coordinators

LEARNING INFRASTRUCTURE

Measurement and Feedback
Competency Tracking

Bridge's Solution Set links strategy, learning, coaching, and advisory services for a comprehensive performance result.

10

- Accelerated Solution Sessions
 - Future Visioning
 - New Market & Growth
 - The Strategy Roadmap
 - Strategies
 - Innovation & Collaboration (1+1=3)
 - Idea 2 Revenue
 - Real Work Projects

- Research & Strategy:
 - Talent & Leadership Development
 - Learning Strategy
 - Performance Management
 - Knowledge Management
- Program Management
- Change Readiness
- Scenario Based Planning



- Custom & OE Programs
 - High Potential Leadership
 - High Performance Boards
 - High Performance Teams
 - Transformational Leadership & Change
 - Speed Learning
 - Strategic Account Mgt
 - iLead – Young Professionals Program

- Assessments & Psychometric Testing
- Executive Coaching
- Team Coaching
- Career Planning & Seminars
- Mentoring Programs
- Communications Skills
- Conflict Management

The greatest waste of our natural resources is the number of people who never achieve their full potential. If you think you can't .. you won't. If you think you can, there is a good chance you will.



Jenny Whitener is the Chief Executive of Bridge Consulting International in the US and former Global Director of Learning at Ernst & Young Consulting. With over 22 years of experience, Jenny specializes in leadership and board development, accelerated decision workshops, executive coaching & team development and leadership advisory services.

She has worked with senior global executives to design and deliver custom strategic leadership workshops where executives build new skills while solving strategic challenges. Her experience in strategic facilitation spans the business spectrum including visioning sessions, strategic planning, customer relationship strategies, new market innovation, collaboration and partnering strategies, high performance teaming sessions, financial disruptive shifts, and lean/six sigma implementation analysis.

She applies the latest in acceleration and collaboration techniques to her work including tools such as fact based research, best practices integration, systems thinking, appreciative inquiry, inductive and deductive solutions methods, adult learning theory, and scenario modeling. Her experience with psychometric tools and experiential learning are woven into these services

Regionally, our partners include many of the top executive development institutions in the area: Georgia Tech College of Management, The University of Georgia Executive Education Center, The University of Tennessee-Chattanooga College of Business, and the Hunter Museum of American Art Designing Innovation Program. Our clients base is diverse and includes for-profit giants such as GE Energy and Premier Inc, to non-profit local organizations such as WTCI TV and the Lookout Mountain Conservancy.

Join me in a discussion on leadership tools for today's challenges on my BLOG
<http://learngrowachieve.blogspot.com/>

Email: jenny.whitener@bcillp.com

Tel: +1 404 386 1808

www.bcillp.com

Bridge Consulting International, LLC