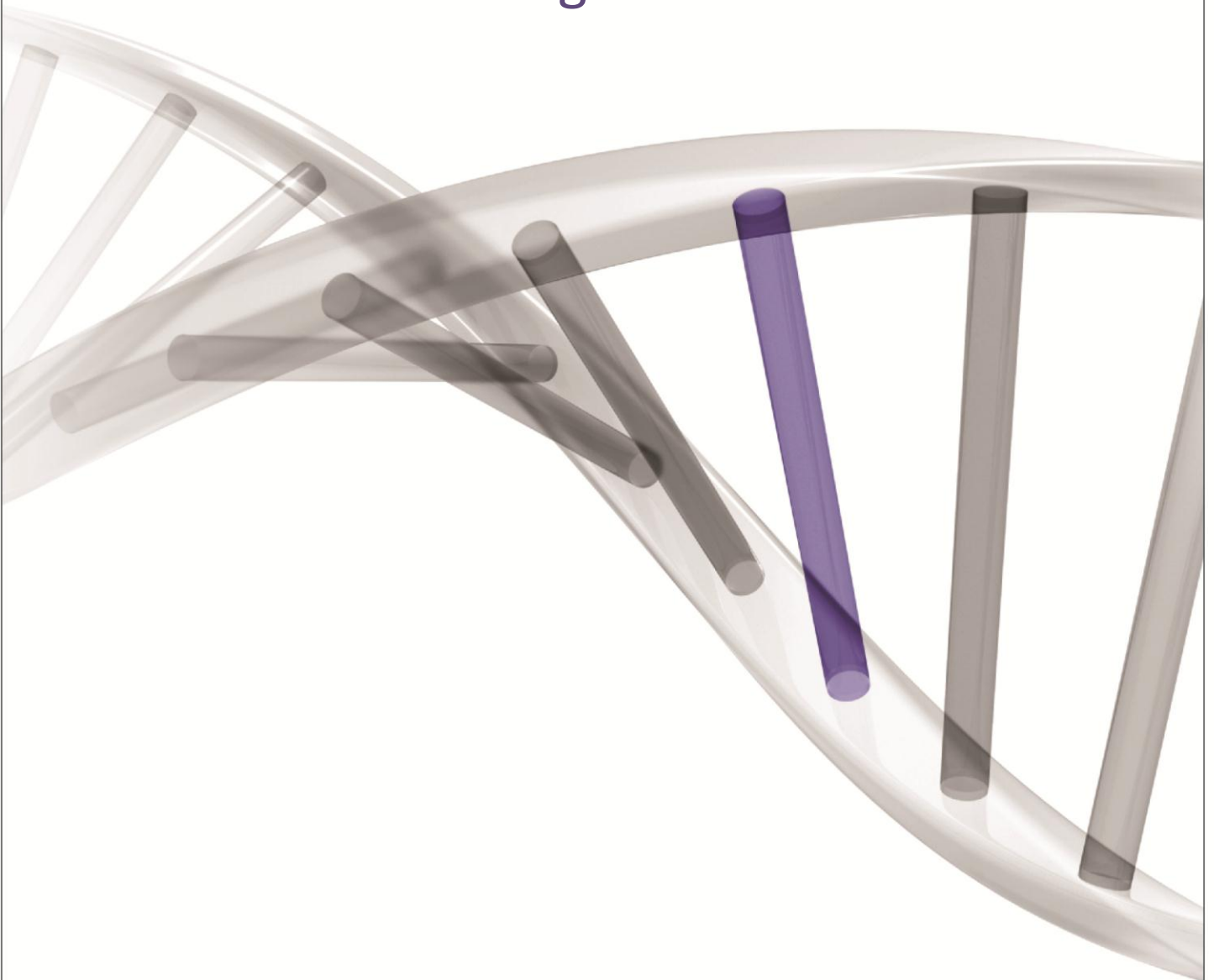


Case Study

Performance Management



Client

With more than 380,000 customers—including 100 of the Fortune 100—and with deployments across a wide variety of industries in more than 145 countries around the globe, this client is one of the largest and most successful technology companies in the world. Innovation, imagination and performance are all key to the way this client delivers its products and services to its customers. The company is directed and managed by people of the highest calibre who are responsible for success in a volatile, highly competitive and dynamic market place. These leaders are provided with world class development and learning support by the client's own University and Organisation Talent and Development functions across the globe.

Situation

This client reviews its management training on a regular basis to ensure its effectiveness and quality. One such large scale review found that “new to role” managers felt they needed to become more effective in performance managing their new teams, which were geographically and culturally diverse, immediately after achieving a management position. From this review the client recognised that an early introduction to human performance management methodology was necessary so that it could be embedded into their leadership behaviours and would determine the ‘way’ they manage their people from day one.

Following a review of their current development providers, the client selected TSA to undertake a focused Customer Value Analysis (CVA) due to their extensive experience in the field of human performance management. This client also requested of TSA a portfolio of approaches as to how these new behaviours and methodologies could be embedded most effectively.

Interventions

TSA carried out a detailed CVA which involved interviewing over 50 Managers about the initial development that they received and how it prepared them for their management roles. Several deltas were identified in their knowledge, skills and behaviours that delayed their achievement of proficiency and high performance in the organisation; and central to this was the development necessary to support the managers in effectively performance managing their people within three months of taking up a management role. To address this gap TSA, in partnership with the client OTD and OU, designed and developed a two day “immersive simulation” based workshop called Managing for Performance which was successfully piloted and then rolled out across EMEA.

Outcome

The workshop is now a central element in the learning path for all new client managers. TSA has delivered Managing for Performance workshops for this client in over 13 countries in the past year and has a delivery programme planned for the next two years that will run until all managers have attended and have successfully attained high management performance levels.

Feedback

Feedback is the most valuable and accurate measure of the impact of TSA's delivery and the workshop has achieved consistently high scores on the rigorous client training assessment process. Here are some of the comments from client managers:

"One of the best workshops I have been on, I feel confident to take on my new role and I will use the tools and methods from day one".

Consultancy Team Manager, Dubai.

"I liked the realism of the scenarios and simulations, and I have several issues that I am going to sort out using what I have learned over the last two days!".

Software Development Manager, Bucharest.

"Sorting out underperformance is the hardest task I have as a new manager and it's most difficult because I was promoted from within my peer group. What I have experienced in the workshop has given me a clear view on how I am going to address my team's performance issues".

Sales Manager, Spain.

More Information

To know more about this solution please contact author@tsaeurope.co.uk

About Us

TSA Europe is one of the world's longest running Human Performance Management Companies, focusing exclusively in the field of HPM. Since our foundations in 2000, our company has assisted more than 60,000 people from over 200 companies, with the knowledge, systems and tools to make immediate, sustained and measurable improvements to their performance.

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