MILESTONE

*Providing Stepping Stones
Along the Path to Success*

THE
MATHIS
GROUP, INC.

A WOMAN-OWNED
SMALL BUSINESS

PERFORMANCE
IMPROVEMENT
PLAN

"The manager accepts the status quo; the leader challenges it." This quote by Warren Bennis shows a great deal about a person's influence. At times, managers get in a rut where they want things to run as they have been. Leave things alone. Don't rock the boat. On the other hand, a leader sees where performance can improve and challenges the team to excel.

If encouraging team members to make improvements to their performance quality doesn't work, you may need to utilize a Performance Improvement Plan. This plan is used for workers who aren't able to make needed changes on their own and require more direction. Let's look at what's needed to make a successful plan.

Define the problem
Determine exactly what an employee is doing wrong that is negatively affecting their performance. These negative points should be well-defined and include specific examples of poor work or behavior. Including the employee in this will translate to more buy-in and make it easier to understand the reason for the poor performance. Give your workers a chance to be heard. Simple changes may change the situation dramatically.

Determine the objectives
If you've defined the performance problems but a chat about improvement had no impact, then it's time to set the objectives and communicate them with the employee and manager. Using the SMART framework is the easiest and most effective way to create workable objectives. The objectives should be:

Specific - Tangible outcomes and definite numbers and dates
Measurable - Estimated and tracked
Attainable - Challenging but achievable
Relevant - Valuable for an employee
Time-bound - Have deadlines and check-in sessions

Provide support
Define the possible steps that the employee should take to achieve their objectives and evaluate the level of support to provide. For example, a list of available resources they can use, such as a manager's assistance or training. Think about the improvements the employee could make with the help of their coworkers. Encourage communication and readiness to help among team members.

Set up a schedule and check-ins
When all the objectives are specified, determine the key dates to monitor the outcomes. Schedule regular meetings with your employee, before the deadlines. Early feedback gives more time to work on errors and helps the employee self-correct before the deadline.

Point out the consequences
Explain the consequences the employee will meet if there is a failure to fulfill the performance improvement plan objectives. This stage is rather touchy, as you state the negative effects that will happen if the plan fails.

When assessing the employee's work, it's worth concentrating not only on the errors made but also on the positive contributions and realized goals. It shows the path the employee can use to improve their performance, and that their effort is valued.

Adapted from https://everhour.com/blog/performance-improvement-plan/

PERFORMANCE IMPROVEMENT - 2 DAY
IMPACTING THE QUALITY OF YOUR ORGANIZATION

PDUs - 13

PMI's Talent Triangle Breakdown

Ways of Working - 8.00
Power Skills - 3.50
Business Acumen - 1.50

face-to-face

virtual
instructor-led

Course Description: This two-day course is designed to teach skills which are vital for improving quality in the workplace. This course will focus on strong project management skills, clearly defined team functions, and pointed communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor the collection of data, and explore planning and monitoring of quality projects.

Course Objectives:

Objective 1: Compare old and new philosophies
Define quality for today
Develop approaches for adjusting culture
Identify a prevention mentality rather than a reactive one
Evaluate data that must be analyzed

Objective 2: Discuss guidelines for executing continuous quality
Examine continuous process improvement
Describe rules for continuous improvement
Analyze where continuous improvement can help
Discuss symptoms of quality concerns
Identify a continuous improvement team's concern
Discuss ways to reduce resistance from organizations
Compare roadblocks to continuous improvement and quality initiative

Objective 3: Identify steps for creating a quality action plan
Discuss implementation of the quality action plan
Examine ways of monitoring the quality action plan
Create improvement rules
Analyze how to conduct quality audits

Objective 4: Discuss management's role compared to that of the frontline employee
Examine how to shift from management decision making to team decision making
Recognize five ways to give proper leadership within a culture
Label role descriptions and project responsibilities when you have no position power
Design an agenda for the first project team meeting
Identify seven things which must be communicated in every project meeting to keep others informed

Objective 5: Define the project drivers
Show how to set, control, and monitor project scope
Formulate a Work Breakdown Structure for speeding up the quality approach
Evaluate the strengths and weaknesses of a critical path in developing quality initiatives
Examine how to handle delays on projects while driving quality forward
Discuss implementation of a project plan

Objective 6: Apply close down checklists and handoff procedures
Identify phase out of the project plan

Objective 7: Conduct a postmortem
Examine how best practices of a project can make the difference in future success

Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING
OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THAT EDUCATE, MOTIVATE, AND INSPIRE

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

PROJECT MANAGEMENT
MARKETING
MOTIVATION
ORGANIZATIONAL BEHAVIOR
LEADERSHIP
CUSTOMER SERVICE

COMPANY MANDATE

The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

VALUES STATEMENT

Every person has worth and should be treated with respect.

AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management

- Agile Project Management
- Strategic Planning
- Executive Coaching
- Performance
- Team Building

- Emotional Intelligence
- Leadership
- Customer Service
- Supervisory Leadership
- Hybrid Project Management

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