

The Performance Thinking®

Coach-Manage-Lead Family of Programs

Accelerate Business Results while Improving Employee Engagement

The Performance Thinking® Coach-Manage-Lead Programs support continuous performance improvement and employee engagement with a research-based approach that is simple enough for anyone to understand, yet sufficiently powerful and flexible to address *any* performance management or development opportunity.

Organizations adopt Performance Thinking® Coach-Manage-Lead Programs to:

- ▶ **Develop New Leaders and Managers** with a simple yet comprehensive approach for defining desired outcomes and agreeing on action steps to develop, support and improve employee performance.
- ▶ **Accelerate High Potential Candidates** by giving them a framework that integrates everything they know and will learn from experience about achieving results with their teams and departments.
- ▶ **Optimize Employee Engagement** as an integral part of leadership and management practice, creating an environment that sustains and improves individual and team engagement and satisfaction.
- ▶ **Execute Plans, Improve Processes, and Manage Change** with a single, consistent approach for optimizing employee performance.

The models and tools of Six Boxes Performance Thinking give organizations and their people **a systemic framework for defining and enabling performance that can be applied by anyone at any level.** With language that is easy to use and communicate, plus an effective program implementation plan, these programs bring the power of behavior science and performance engineering into the hands of leaders, managers, and coaches. These programs offer organizations a powerful toolkit for continuously improving performance and employee engagement.

“Just spent the last two days in the Six Boxes® Performance Coaching Program. I can honestly say in over 20+ years in the corporate world, this is the best training that I have had. It helped define a clear link between business results, work outcomes and individual behaviors. The framework and tools provided to help both plan and execute were outstanding! Get ready, because we are going full speed ahead with this program with the goal to move it quickly from a program to our culture. I am 100% confident that every single person will gain value.”

**Senior VP of Operations
Healthcare Info Tech Provider**

“The first thing we noticed was that we could have meaningful conversations about performance. Then we discovered we could have those conversations with people at all levels ... and make much faster progress.”

**Director of Learning & Development
Consumer Products Manufacturer**

A Family of Programs

We've created a **family of programs**, all built on the same core models and approach, to flexibly address the needs of organizations seeking to develop and accelerate performance through their people. **These programs empower coaches, managers, and leaders to be primary agents for continuous performance improvement.** By arming them with a coherent, easy-to-comprehend yet powerful approach, an organization can enable:

- **Coaches** to help whomever they are coaching to take agreed-upon action steps for improvement
- **Managers** to create *Performance Development Plans* in collaboration with their people
- **Leaders** to approach employee performance strategically, combining a foundation in Six Boxes coaching and management with tools for executing strategy, improving process performance, managing change, and continuously improving the environment for maximum employee engagement.

What's Different: Performance Thinking for All Levels & Functions

All Performance Thinking® programs teach participants to define and improve performance with two simple models, plain language, and an easy-to-follow “logic” that accelerate communication and effective partnering among stakeholders at all levels and in all functions. This approach enables coaches, managers, leaders, and specialists in learning and development, process improvement, organizational development, human resources and other fields to collaboratively identify opportunities for improvement and develop effective, systemic performance solutions.

“If I can't fit what I'm about to do as an executive or manager into the Six Boxes Model, then I don't do it. This model, and the understanding I've gained about the factors that drive successful performance, are central to my management and leadership approach.”

Senior VP of Sales
Business Data Analytics Provider

Laying a Foundation for Continuous Performance Development

Many leaders and managers in organizations talk about performance and how important it is. Yet few agree on a clear, concise definition of performance or on a single methodology or framework for developing their people. Most programs for leadership or management development focus on *how* to speak with employees, but do not provide guidance for *what* to discuss. While communication skills are important, they do not help define performance in the most actionable way, nor help configure plans or action steps most likely to produce results.

Six Boxes Performance Thinking provides a straightforward way, grounded in behavior science and performance engineering, to describe and target performance for improvement. With simple models and language, skill-building practice and on-the-job coaching, participants learn how to improve the performance of their people in a way that will serve them for the remainder of their careers. The elements of these programs can be used as a basis for hiring, coaching, career planning, and in the most advanced organizations, driving ongoing performance development. Leaders and managers sharing this approach build a robust foundation for continuous performance improvement across the enterprise.

Program Comparison

Six Boxes® Performance Coaching	The Performance Thinking® Manager	The Performance Thinking® Leader
For anyone who coaches others	For people with direct reports	For leaders of departments & organizations
Core Performance Thinking Modules + <i>Performance Thinking Scratch Pad</i> and Tools	Core Performance Thinking Modules + <i>Performance Development Plan</i> and Tools	Core Performance Thinking Modules + Configurable Leadership Application Modules
To produce: <ul style="list-style-type: none"> • Descriptions of individual performance • Agreed-upon action steps to develop, improve, or support individual performance, with a focus on upside potential 	To produce: <ul style="list-style-type: none"> • Descriptions of individual & team performance • Documented plans to develop, improve, or support individual or team performance, with a focus on upside potential 	To produce: <ul style="list-style-type: none"> • Descriptions of performance • Documented plans to develop, improve, or support performance of individuals, teams, or whole organizations, including processes
<ul style="list-style-type: none"> • Master Coach provides feedback for coaching sessions and <i>Scratch Pads</i> 	<ul style="list-style-type: none"> • Master Coach provides feedback for coaching sessions and <i>Performance Plans</i> 	<ul style="list-style-type: none"> • We configure implementation and support for your organization and target audience(s).
<ul style="list-style-type: none"> • Can be integrated into larger program sequences, a community of practice, and a performance management lifecycle at your organization 	<ul style="list-style-type: none"> • Implemented with specific plans for establishing a community of practice, and can be integrated into larger program/lifecycle at your organization 	<ul style="list-style-type: none"> • Implementation planned with add-on modules configured to meet specific audience, organizational & program requirements

Core Performance Thinking® Modules

Our coaching and management programs include core modules that cover the same ground, the primary difference being whether participants practice coaching to arrive at agreed-upon action steps, or work with their people to produce *Performance Development Plans*.

- ▶ Overview: Six Boxes Performance Thinking
- ▶ Connecting with Business Results
- ▶ Identifying Valuable Work Outputs & Criteria for “Good”
- ▶ Describing Behavior and Identifying Internal Best Practices
- ▶ Selecting Measures for Goal-setting and Monitoring Progress
- ▶ Deciding on Behavior Influences with The Six Boxes® Model
- ▶ Agreeing on Action Steps – Creating a Plan

Materials & Tools

Each participant receives:

- ✓ A spiral bound program book
- ✓ Laminated job aids
- ✓ Wallet card with the two models
- ✓ Performance Thinking® Scratch Pad
- ✓ MS Office tools and templates
- ✓ Additional readings and tools

On-the-Job Coaching to Ensure Effective Application

A *Certified Six Boxes® Program Coach* helps participants make the transition from initial learning to practical application. In organizations that fully adopt our programs, we certify internal facilitators/coaches to ensure that they have in-house program coaches who know the organization’s culture and employees. We’ll work with you to create a community of practice among leaders, managers, and individual contributors for continuous performance improvement.

Implementation Planning for Sustainment

We work with you before the program kick-off to create an effective implementation plan, based on Six Boxes Performance Thinking, ensuring long-term sustainment of this approach. The plan integrates alignment among all stakeholders, expectations for participation, mechanisms for feedback and coaching, tools and processes, rewards and recognition for success, and integration with other programs and processes. We can also provide additional consulting services, as needed.

Configurable Modules for Extending and Customizing the Program

Modules for extending and customizing programs for your organization and audience can include:

- Executing Your Strategic Plan Through People
- Optimizing Process Performance in Your Organization
- Designing the Workplace for Employee Engagement
- Defining and Communicating Priorities and Values
- Finding and Using Effective Consequences & Incentives
- Building a Performance Thinking® Culture
- Monitoring Performance in Your Organization
- ... and additional modules that we can customize for you.

Program Delivery Options

These programs can be delivered in various formats to meet your needs:

Conventional workshop: a 2-day instructor-led workshop followed by individualized coaching sessions.

Modular workshop: 2 days of instruction divided into shorter segments scheduled over time, with homework and practice in between followed by individualized coaching sessions.

Blended modular program: Virtual web-based modules for learning key concepts and tools combined with in-class sessions for practice and coaching on the job.

Additional coaching and consulting: We can provide additional consulting services to integrate these programs into your ongoing performance management or talent development processes, as needed.

Additional Modules plus Assignments and Feedback: We'll work with you to configure follow-up modules for specific applications and topics relevant to your organization and program participants.

Certification of Internal Program Facilitators and Coaches: For organizations that adopt these programs, certification of Facilitators/Coaches will be a necessity – to develop internal capacity for teaching and coaching participants to apply what they learn and continue to develop. We'll help you decide how many Facilitators/Coaches you'll need, possible stages in adoption, and integration with other processes and programs in your organization.

SixBoxes
performance thinking



For More Information

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