


People & Performance:
not only art but science




The tale of two businesses...

- Engine Remanufacturing Business




• General Contractor - Road Construction






The tale of two businesses. Both had:


- Smart people running the business
- Great cultures
- Interest in growing

So why the vastly different outcomes, and could they have been predicted?




Self-perception

- We are all biased towards how we see ourselves
- We tend to judge ourselves as better than average in almost any dimension you can dream up




- Most people rate themselves as above average drivers
- Most rate themselves as more ethical than others
- Australian study...
 - 86% of employees rate their job performance as above average
 - Only 1% rated themselves as below average



A US News & World Report study asked participants to rate whether they and various celebrities were likely to go to heaven...

- Mother Theresa – 79%
- Oprah – 66%
- Michael Jordan – 65%
- Princess Diana – 60%
- Respondents – 87%!!!

In other words, the average person is more likely to go to heaven than Mother Theresa!



So, how good are you at sizing up other people?

I think you have people problems in your business like...

They're not detailed oriented enough and make mistakes...

That position has too much turnover...

The supervisor can't hold people accountable...

THEY JUST DON'T FIT!!!

The employee has a bad attitude...

The manager can't delegate and is a bottleneck...

They're TOO detailed oriented...

That person spends too much time talking instead of working...



So why does this happen?

KEY COMPONENTS OF PERFORMANCE


Education

Experience

Skills

Personality
(Characteristics / Attitude)

Intelligence



How do we define personality?

Traits (Basic Characteristics)

An enduring or persisting characteristic which is consistently manifested despite variation in circumstances or environment.

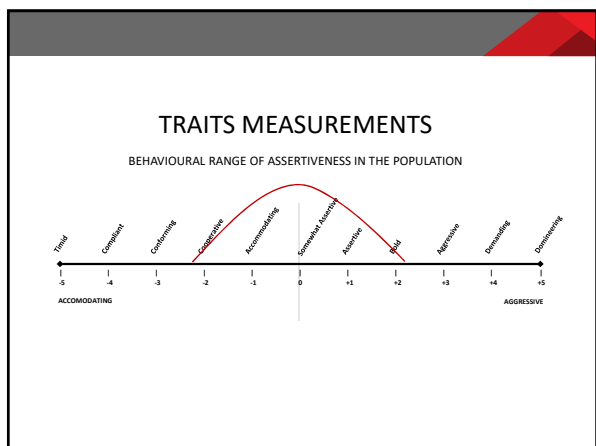
Behaviour

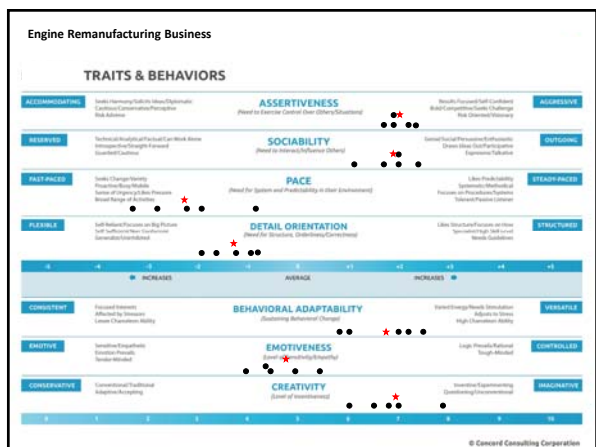
How we conduct ourselves; what we say and do, and how we say and do it

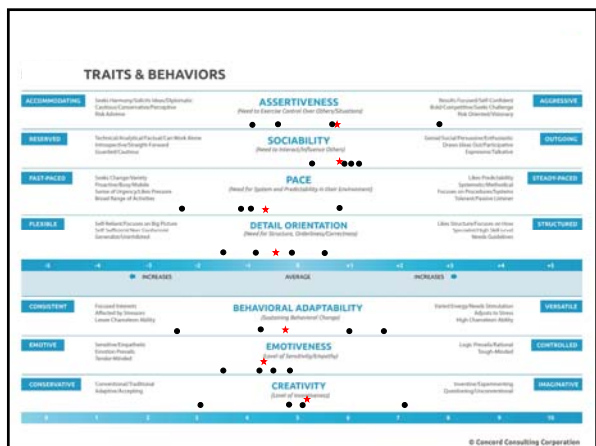
Extroversion is a trait; talkativeness is a behaviour.

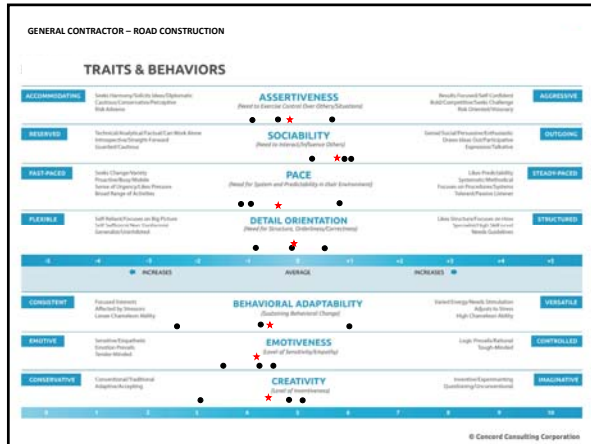
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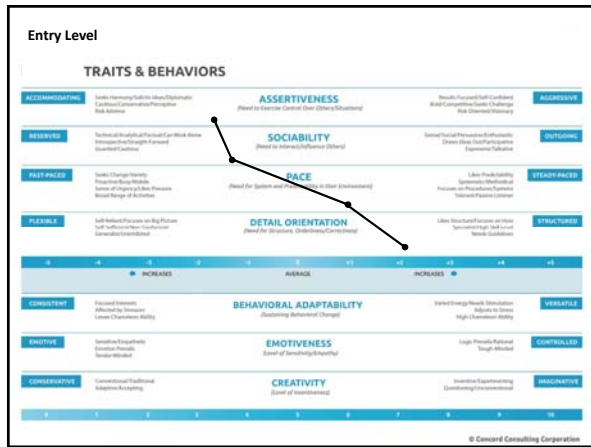
Accommodating	ASERTIVENESS	Aggressive
Reserved	SOCIALITY	Outgoing
Impatient	PACE	Patient
Flexible	DETAIL ORIENTATION	Structured
Consistent	BEHAVIOURAL ADAPTABILITY	Versatile
Emotive	EMOTIVENESS	Controlled
Conservative	CREATIVITY	Imaginative

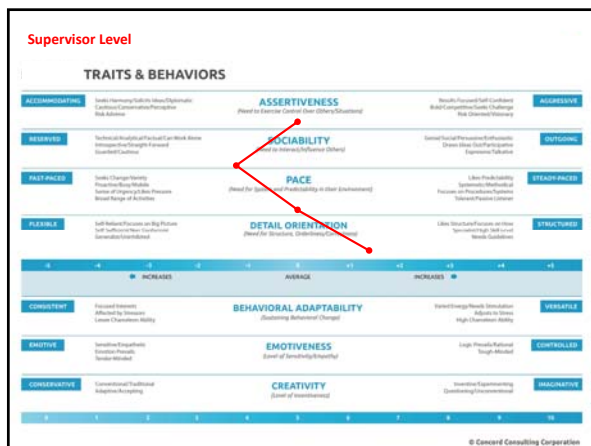


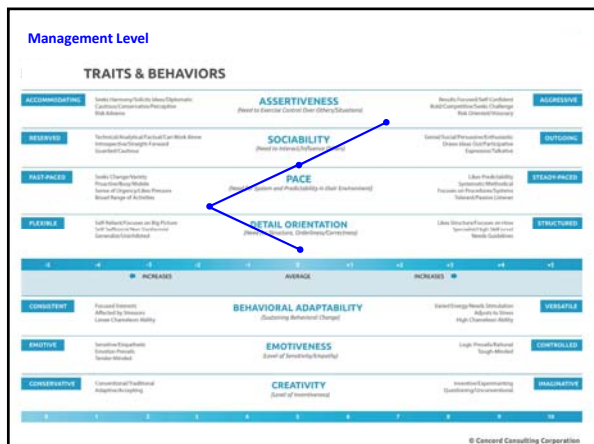


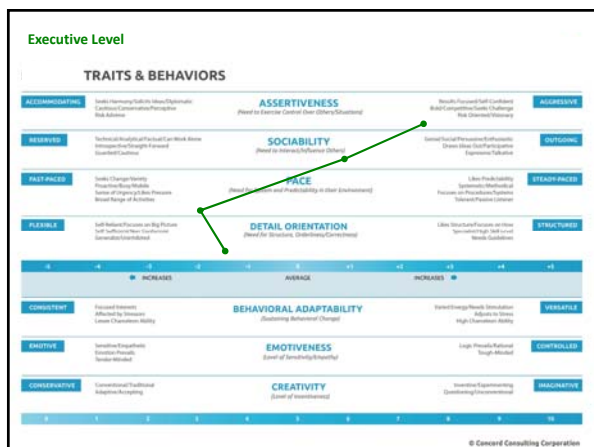


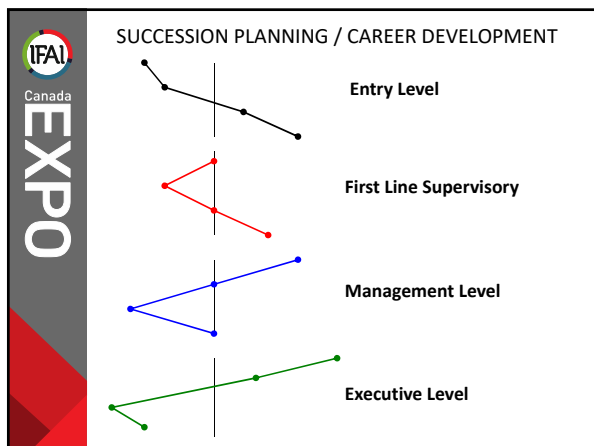















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The more effective you are at hiring, aligning and motivating your people, the higher the level of performance you'll achieve in your business.


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There will always be an art to hiring and aligning people, should you be using science to enhance your process?


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Thank you!

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