

PM02 Capital Asset Agency

Our client commissioned us to design an approach to performance management so that the culture of the organisation was reinforced by the behavioural competencies required to underpin high performance. The aim was to link recognition to the new reward structure we had already designed on their behalf.

The first version of the PM process worked effectively for several years. However, we were then asked to review the design to take account of how the organisation had changed. We worked with the senior leadership team to identify where the process and documentation could be re-designed to make it easier and less time consuming to use.

By the end of the project we had redesigned the documentation and supporting guidance notes and trained managers in the new process.