



## **Operational Framework - Outcome & Behaviours**

### **Management of Outcomes and Getting People to Deliver**

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## **Outcomes Management**

- Empowering people to deliver outcomes
- Paint picture of what is required
- Agreed objectives & outcomes
- Manage the outcome
- Issues management
- Framework for reporting progress
- Professionalism
- Skills, resources and capabilities



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# Behaviours Management

- What do we do to install the behaviours we want people to show to achieve the required outcomes?
- Values
- Attributes & Skills
- Motivations
- Rewards
- Environment
- Personalities
- Individual, Team, Organisation



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# Identifying Behaviours



- |  |  |  |   |   |
|--|--|--|---|---|
| <ul style="list-style-type: none"> <li>• Name of role (person, team, group or organisation)</li> </ul> | <ul style="list-style-type: none"> <li>• State required outcomes</li> <li>• List desirable outcomes</li> </ul> | <ul style="list-style-type: none"> <li>• Quantify criteria for assessing outcomes</li> </ul> | <ul style="list-style-type: none"> <li>• List qualities required to achieve outcomes</li> <li>• Define types of behaviors to be instilled</li> <li>• State the actions required to meet outcomes</li> <li>• Examples</li> </ul> | <ul style="list-style-type: none"> <li>• State what is stopping the behaviors from being exhibited</li> <li>• How issues to be addressed</li> </ul> |
|--|--|--|---|---|



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## Instilling Behaviours

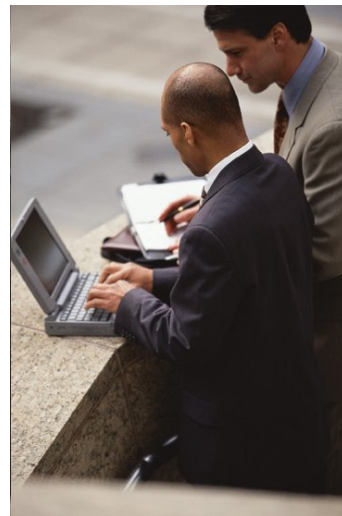
- Communication & expectation
- Strengths and weaknesses
- Development of capability
- Skilling required
- Rewards for success



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## Moving Forward

- Take most difficult area
- Break out into issues
- Initial focused piece of work
- Control scope, impacts and dependencies
- Outcomes and expectations
- Skill and expertise transfer
- Road map next step



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# Questions



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