

## Outcome and Behaviours Management

### 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



- Name of role (person, team, group or organisation)
- State required outcomes
- List desirable outcomes
- Quantify criteria for assessing outcomes
- List qualities required to achieve outcomes
- Define types of behaviors to be instilled
- State the actions required to meet outcomes
- Examples
- State what is stopping the behaviors from being exhibited
- How issues to be addressed




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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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