StrongforPerformance

A Tool That Supports Ongoing Improvements in a Leader's Performance

Assessment

Development

Coaching

THE COST OF POOR LEADERSHIP

The potential price tag for ineffective supervisors and managers is too high to ignore. When leaders are weak, an organization is vulnerable to higher levels of turnover, reduced productivity, employee complaints and even lawsuits.

High Levels of Turnover

Dissatisfaction with the boss is the #1 reason people leave organizations.

The problem is, it's expensive to replace them. Exit costs, recruiting, interviewing, hiring, training, lost productivity, and administrative costs can total from 30% to 50% of an employee's annual salary—and two or three times that amount for a manager.

Reduced Productivity

Today it's critical to get *more* from every person, because organizations don't want to hire more staff. But people who are unhappy with their supervisor won't contribute their best.

Employee Complaints

When people don't trust and respect their manager, they're more likely to complain and file grievances, which can escalate into lawsuits.

A real example: An employee at a mid-sized company filed a lawsuit because of a manager's mistake in judgment. The cost to the company for legal fees, settlement and lost time: *more than $350,000*

Most leadership development programs don't prevent these problems. The reason:

Assessment and training alone cannot change behavior and improve skills.

The SOLUTION: *Strong for Performance*

Strong for Performance is a totally different kind of leadership development program. It's an online subscription coaching and accountability platform that can transform the way you help supervisors and managers improve their leadership skills.

Why it's unique

Most eLearning systems display a piece of content, followed by a knowledge test.

Our *application-based* tool guides leaders to make the shift from KNOWING to DOING because it combines assessment, development, coaching and feedback into a single resource.

Strong for Performance presents skill tips, and participants describe how they will *apply* them on the job. Later, they reflect on what they learned from using the skill, share it with their peer coaches, and invite their input.

And busy managers only need to log in for a few minutes 2-3 times per week. The real work takes place on the job, as they look for opportunities to apply the skill.

This approach allows you to *cultivate* leaders over time and create an environment *where employees love their work.*

With the follow-up and accountability built into the program, you'll see:

- Better communication
- More engagement
- Reduced turnover
- A positive ROI

"My team is happier and more motivated now. With Strong for Performance, I learned how to really focus on PEOPLE and still incorporate operational goals." — Crystal Barrios, HHS

The following pages explain the unique combination of features that make this system so effective.

ASSESSMENTS: Initial and Ongoing Feedback

Initial Diagnostic Feedback

When a leader thinks about improving a skill, the key question is: ***"What topic should I focus on?"***

With *Strong for Performance,* participants have 2 options for identifying the #1 area for development:

1. **Self-assessment.** They rate their performance on the topics in the program and view a report that shows what they've identified as strengths and areas for improvement.

2. **Ask for input from others.** They can send out feedback requests to those who know their work first-hand. Anonymity and confidentiality are ensured.

Ongoing Focused Feedback

Participants can send out a quick one-minute survey to ask stakeholders about their progress with their chosen skill. Respondents give a rating and suggestions for improving in the future.

Multiple surveys can be sent out over time, so participants can track changes in scores and see if they're improving.

"Strong for Performance has been very helpful for me as a manager. It allows me to evaluate my strengths and weaknesses and work on them by doing activities, then reflecting on them. I find this approach very helpful, and over time my team has seen real improvements in the way I interact with them." – Lavanderia Bethel, BAF Financial & Insurance

---

DEVELOPMENT: A Proven 3-Step Process + Resources

Partipants get the practice and repetition they need to achieve mastery by following a proven 3-step process:

1. **Choose a FOCUS.** Identify one skill to work on. Get tips and insights about what to do.

2. **Take ACTION.** Apply one of the recommendations in a real interaction at work.

3. **REFLECT on what they did.** Get insights to nail the lessons from the experience and plan what they will do differently next time.

They repeat these steps until they've rewired their brain for the new skill.

Hundreds of Multi-Media Resources

Our two standard topic areas help participants develop emotional intelligence. Participants can choose from articles, videos and mp3s to get quick tips on how to improve the skill.

Interpersonal Effectiveness – resources for relating to and communicating with others. A few of the 24 People Skills:

- Listening
- Giving feedback
- Receiving feedback
- Engaging in Dialogue
- Resolving Conflict
- Delegating

Intrapersonal Effectiveness – resources for managing themselves and their emotions. A few of the 40 Personal Strengths:

- Self-Confidence
- Composure
- Perseverance
- Courage
- Decisiveness
- Flexibility

"I feel almost every single topic available through Strong for Performance is relevant to the leadership in my agency. In every position, People Skills play a vital role, and the Personal Strengths are so important for all types of management." — Assistant Director, State Agency in Pennsylvania

Customization

You have three ways to customize the program so it's just right for each group of leaders you set up with subscriptions.

1. Determine which of our standard 24 People Skills and 40 Personal Strengths will be visible. You can hide/show different topics for each group.

2. Add links to your own custom content and make that available by group.

3. Replace our logo and add yours so participants see your logo when they log in.

COACHING: Accountability and Support

A **support system** is essential when someone is trying to make a big change—especially when trying to improve work habits.

Participants get this kind of support with their **Coaching Network**.

They build the network by selecting people who will provide ideas, feedback and encouragement through the program.

Participants have two kinds of coaches:

- **Accountability coach** – one person who checks in regularly to ensure participants have done the things they've committed to do.
- **Support coaches** – several people selected by each participant. They could be peers, mentors, boss, friends or family members.

As participants apply and reflect on a specific skill, they share completed exercises with their coaches.

So now it's not just the leader processing experiences on their own. It's also finding out what other people think might have been a good approach and incorporating *that* into the next situation. They feel supported as they work on the skill, and that encouragement keeps them motivated and engaged.

> *"The content in Strong for Performance is strong, user-friendly, just-in-time and flexible to the many different learning styles of our participants. Managers have consistently shared how the exercises, reflections and feedback from their Accountability Coach have helped them grow both personally and professionally."* — Van Black, Consultant

HOW IT WORKS

Strong for Performance has two components:

✓ **Administrator Dashboard**

With just one Dashboard, you can manage any number of participants.

Set up subscriptions, organize groups, monitor participant use of the program and customize the content. Administrators also receive their own user subscription, with the ability to toggle back and forth between the Dashboard and the participant area.

✓ **Participant Subscriptions**

Each participant receives a 12-month subscription with 24/7 access to their account.

For a product tour and pricing information, contact:

Meredith Bell, President and Co-Founder
Performance Support Systems, Inc.
Toll-free: 800-488-6463, ext. 201
Phone: 757-656-4765
Email: Meredith@GrowStrongLeaders.com