

# Building High Performance Organizations

Strategy,  
Performance Analysis,  
Leadership Development

## Our commitment

"Our courses are rich in real life, case-study material and provide ample opportunity for you to 'try out' the various techniques by applying them to your own business situation and experiences."

**Nigel Penny,**  
**NSP Consulting CEO and**  
**Course Facilitator**

## What you will learn:

What is a High Performance Organization?

Understanding the components of high performance

How to assess your current performance gaps

Elements of building a future blueprint

**This course is available as a customized in-company workshop if required. Separate elements of the High Performance Organization toolset can be delivered as standalone training modules if required.**

NSP Consulting can create a workshop specifically for a group of managers within your organization.

**For more details:**

**[nspenny15@gmail.com](mailto:nspenny15@gmail.com)**

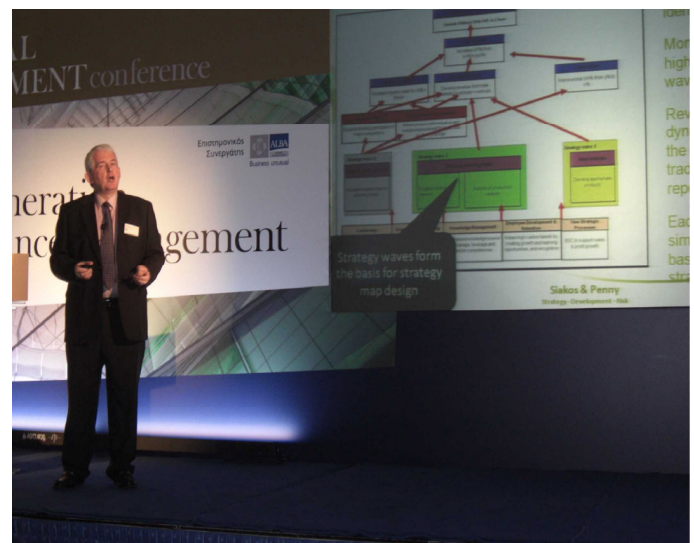
## Building High Performance Organizations

### Transforming your enterprise

High Performance Organizations perform different and better than their peer group. They have identified what makes the difference in organizational performance that enables the high performers to consistently deliver better results and set the benchmark within their industries.

These organizations do not happen just by chance!! Executive management in High Performance Organizations understand the different components that collectively deliver this type of energized culture, and they work hard and long to build and maintain it.

High Performance Organizations excel in three



key areas: 'Motivation and Engagement'; 'Clarity of Direction' and 'Skills to Execute'.

This course will enable you to understand the components of a High

Performance Organization, assess your gaps and build, execute and sustain the actions necessary to make the transformation.

## What is a High Performance Organization?

*"When you walk into a high-performance organization, you can feel the difference. Instead of just going through the motions, the people are energized."*

*They are confident about their organization's strategy and the changes that are occurring, rather than confused and resigned.*

*They know what they are supposed to be doing and how that relates to the tasks of their colleagues."*

BCG - High-Performance Organizations - the secrets of their success Sept 2011

Everyone can relate to this ideal. We have all either worked for, visited, or traded with organizations where we know that they have something special.

This course will show you why these organizations are different and how you can create a route map to drive your own organization to a become a 'high performance culture.'

**NSP Consulting**

Strategy, Performance

Analysis, Leadership

***“Neither skill nor  
wisdom can be  
achieved without  
knowledge”***

***Democritus***

***“ Say what needs to  
be said at the right  
time”***

***Aeschylus***

***“There is nothing  
more certain than a  
sound decision”***

***Menander***

## Course content

### Day 1

#### Understanding the High Performance Organization

What is a High Performance Organization?

The benefits of attaining High Performance

The key elements of High Performance

Analyzing your current High Performance achievement levels

### Day 2

#### Key element 1—Motivation and engagement

What do people want from work?

The needs/fulfilment assessment process

Establishing organizational purpose

Leadership vs. management; the key differences

Rewarding performance

The role of the HR function

Developing ‘customer touch points’

### Day 3

#### Key element 2—Clarity of direction

The 5 tasks of successful strategy management

What will success look like? - creating a BHAG

The key questions in developing strategy

Achieving clarity with strategy maps

Developing performance measures, targets and initiatives

Setting personal goals

Reporting, feedback and agility in change

## Course content (cont.)

### Day 4

#### Key element 3—Skills to execute

Understanding the mission critical skills

Defining the mission critical roles

Establishing organizational alignment

The role of the training function

Monitoring and appraising

Recruitment and retention

### Day 5

#### Planning and sustaining the campaign

Planning for the 'High Performance Organization'

Building a 3 year roadmap

Establishing the change organization

Communicating and heralding successes

Tackling inconsistent behaviours

## Key features of all our programmes

Hands-on practitioners

Depth of knowledge

Real life case study experiences

Practical exercises

Interactive discussions

Latest thinking and approaches

Balanced view on pros and cons

Usable takeaways



***Breakout session at a recent workshop***

## NSP Consulting

Strategy, Performance

Analysis, Leadership

***“Nothing good can  
be earned without  
effort”***

***Sophocles***

***“It is a trait of the  
wise man that he  
can respond to the  
twists and turns of  
life”***

***Alexis***

## NSP Consulting

Strategy, Performance

Analysis, Leadership

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## Your facilitator

Nigel Penny is a leading global expert on business management techniques. His focus is to ensure the sustainable future success of clients through effective business management processes.

Nigel has some thirty years international experience implementing consulting solutions. Between 1996 and 2002, he worked closely with David Norton and Bob Kaplan, the co-founders of the Balanced Scorecard approach, and was Vice President of the Asia practice of Balanced Scorecard Collaborative. Nigel was also partner in charge of KPMG's performance



management practice in Australia, and a member of their team developing global methodologies for Balanced Scorecard .

Nigel has facilitated strategy and business performance improvement programs in food, manufacturing, financial services, retail and utility industries, as well as working extensively with governments and not-for-profit agencies. He has worked in UK, USA, Europe, Asia and the Middle East and has lived in UK, USA, Singapore, Malaysia and Australia.

Nigel has an honours degree in mechanical engineering from Imperial College, London, and trained as an accountant with Peat Marwick Mitchell in the UK.