



EASIER Performance

Re-humanising performance management



 andy@easierinc.com

 +44 (0)7546 117 077

 @AndyTBrogan

with Andy Brogan (Founding Partner @ Easier Inc.)

25 August 2020

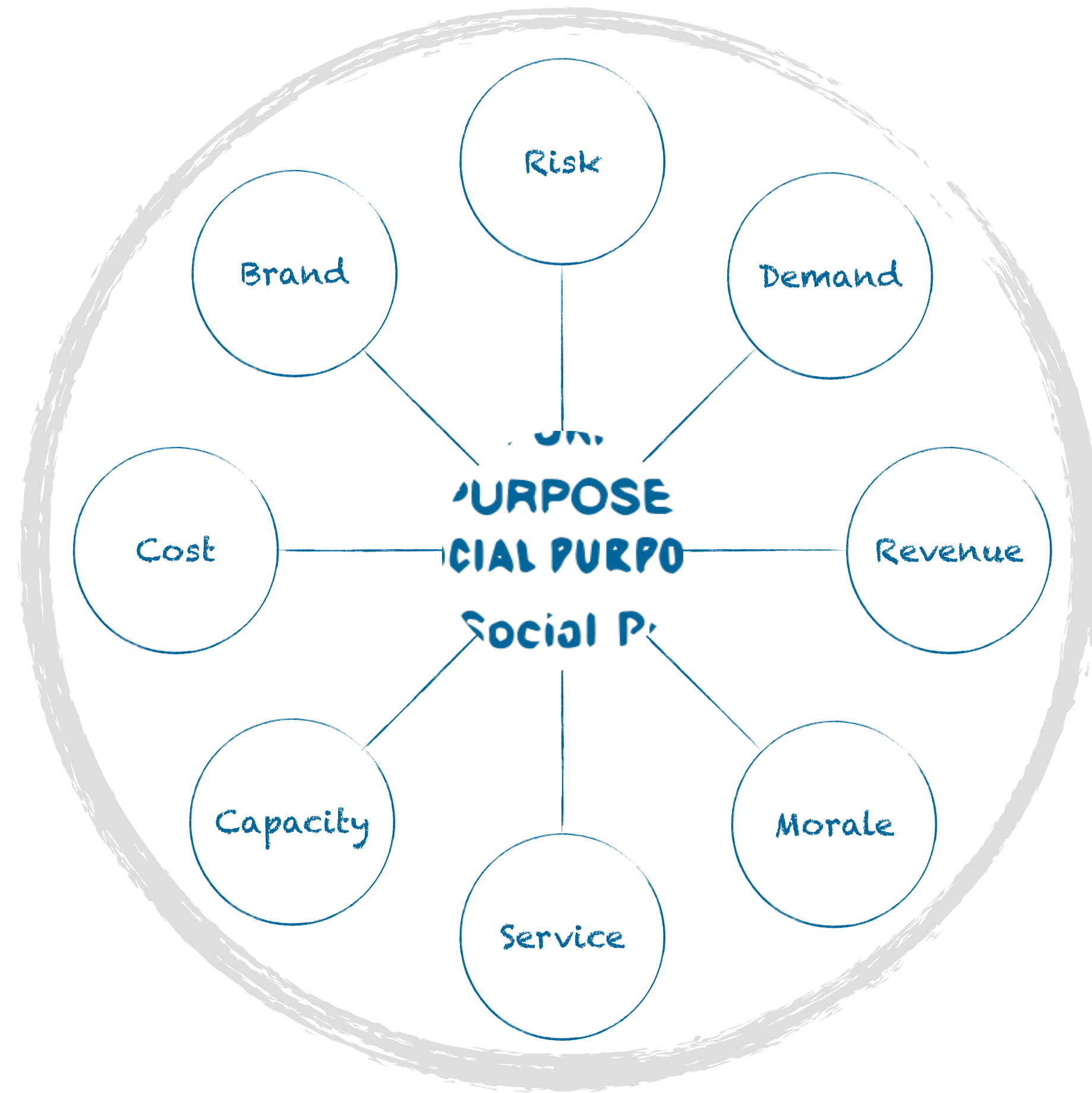
A	"This year we halved our costs..."	...most of which isn't operational and much of which never will be"	1
B	"Now all of our services are available online..."	...but lost 95% of our revenue"	2
C	"Last year we invested nearly £2bn in IT..."	...from almost nothing to almost something (when adjusted for inflation)"	3
D	"Our first responders make it to the emergency within our 10 minute target over 95% of the time..."	...however none of our customers are"	4
E	"In the past decade we doubled our investment in training..."	...but frequently are unable to do anything material until an ambulance arrives"	5

A	"This year we halved our costs..."	...but lost 95% of our revenue"	2
B	"Now all of our services are available online..."	...however none of our customers are"	4
C	"Last year we invested nearly £2bn in IT..."	...most of which isn't operational and much of which never will be"	1
D	"Our first responders make it to the emergency within our 10 minute target over 95% of the time..."	...but frequently are unable to do anything material until an ambulance arrives"	5
E	"In the past decade we doubled our investment in training..."	...from almost nothing to almost something (when adjusted for inflation)"	3

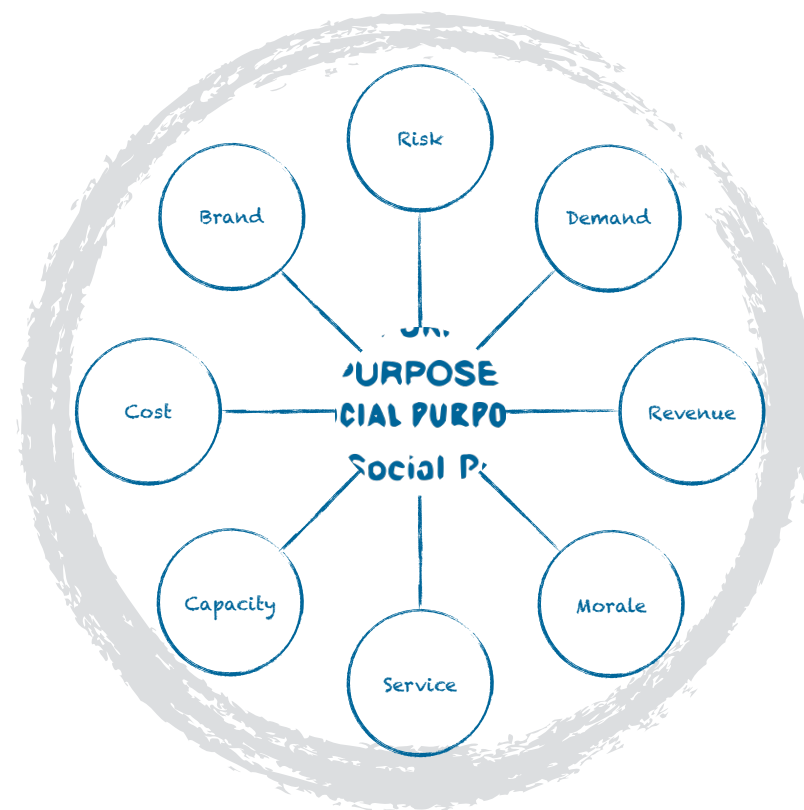


Your results are not your performance.

Performance is 'in the round'

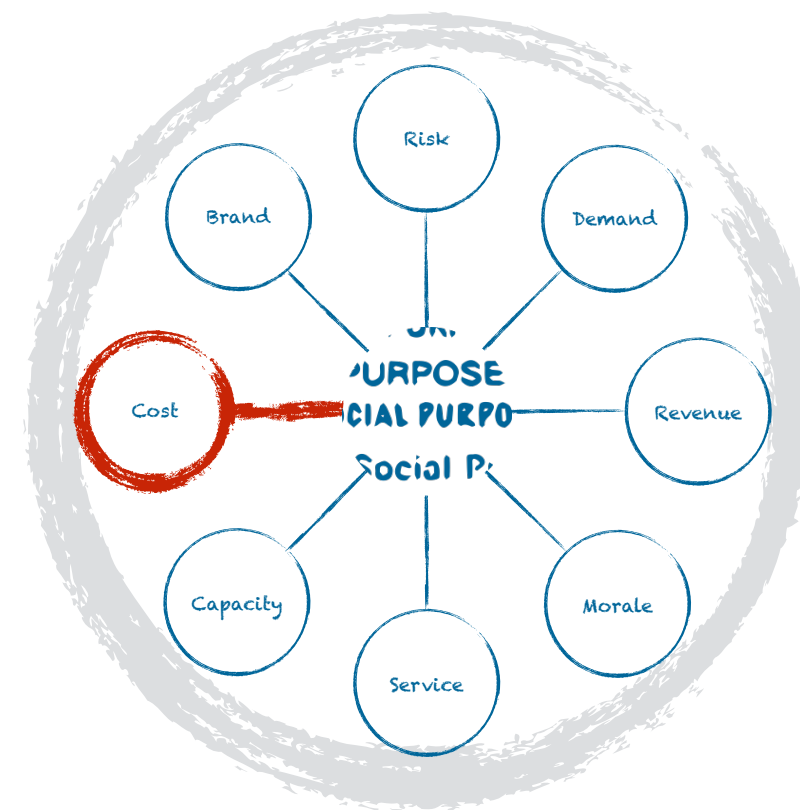


Take Performance In The Round



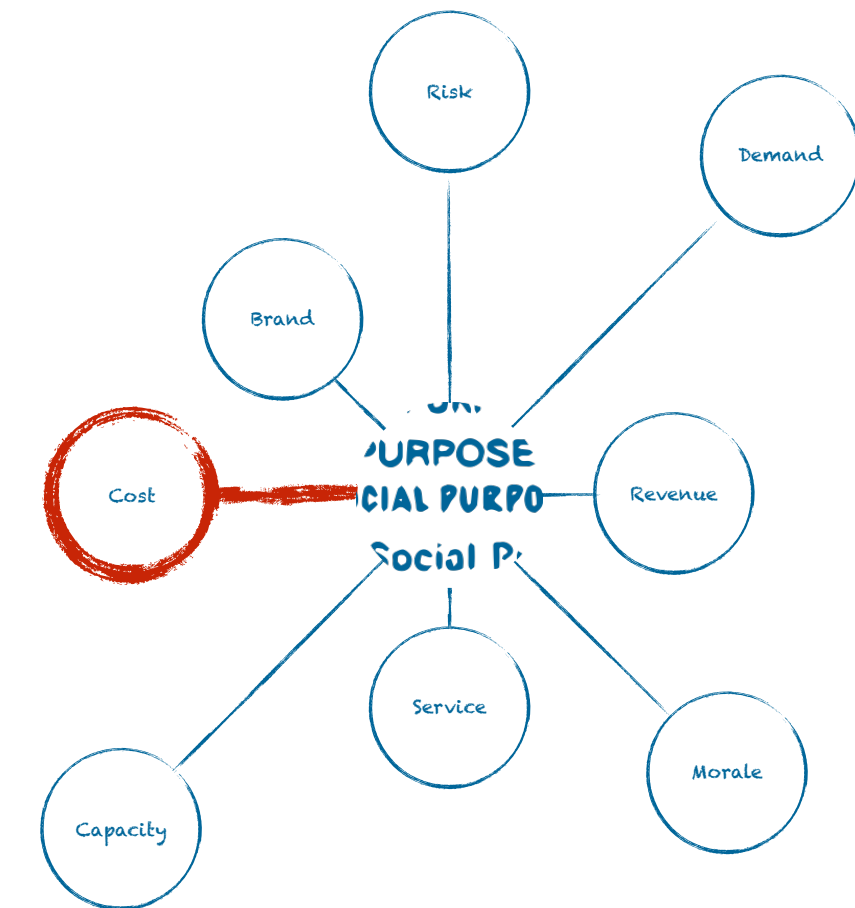
It being an emergent property of how different domains of performance come together around a shared purpose.

Manage Domains of Performance



By prioritising some over others or by setting numerical goals and standards.

Distort Performance



Keeping your organisation:

- Off Balance
- Flip-Flopping
- Fire-Fighting



**Treating performance as a score to be kept
only turns it into a game to be played.**



**Improving each thing
can make everything worse.**



Populations don't experience outcomes.
Tyranny is the deliberate
removal of nuance.
People do.

Where does this leave us?

- **FROM** score-keeping;
 - **TO** sense-making.
-
- **FROM** imposed evaluation criteria;
 - **TO** emergent mutual understanding.

EASIER Conversations



Because better outcomes grow from healthier systems!



EASIER Conversations





CHECK OUT

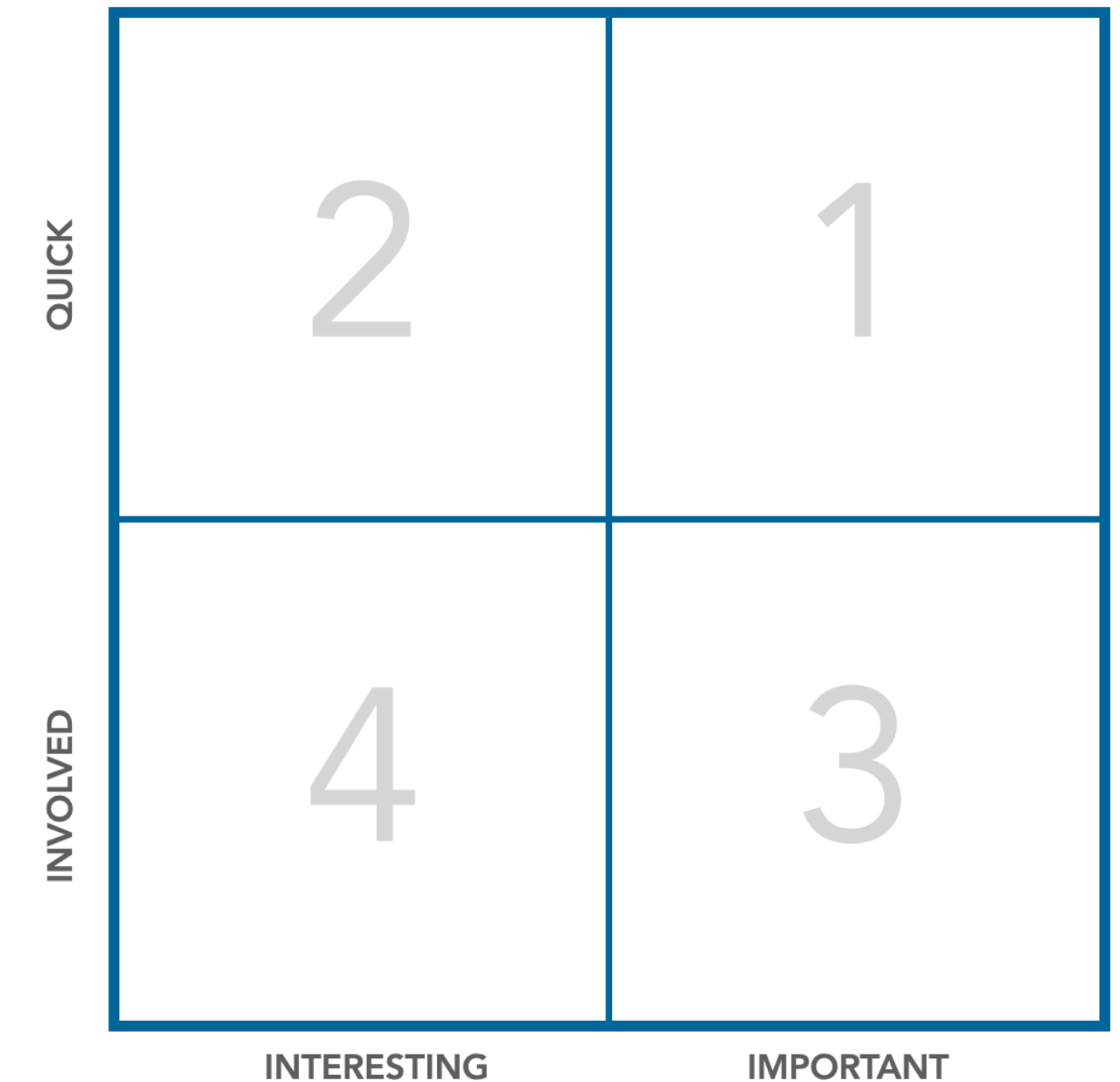
- We are working on the right things.
- We are working on the right number of things.
- I am delighted with our progress.
- I am delighted with our impact.
- We are making the most of our strengths.
- We are looking after each other.

Scored 1-5, surfacing perspectives for shared sense-making

CHECK IN

- We are working on the right things.
- We are working on the right number of things.
- I am delighted with our progress.
- I am delighted with our impact.
- We are making the most of our strengths.
- We are looking after each other.

What's Bubbling?



Scored 1-5, surfacing perspectives for shared sense-making



CHECK THAT

- We are working on the right things.
- We are working on the right number of things.
- I am delighted with our progress.
- I am delighted with our impact.
- We are making the most of our strengths.
- We are looking after each other.

Scored 1-5, surfacing perspectives for shared sense-making

Other considerations

- 121's, buddies, teams and trios.
- Anonymity vs transparency.
- Recording.
- >>> Resource sheet >>>

EASIER Conversations





 enquiries@easierinc.com
 easierinc.com
 @Easier_Inc



 andy@easierinc.com
 +44 (0)7546 117 077
 @AndyTBrogan



 dave@easierinc.com
 +44 (0)7751 231 215
 @DavidChesters



 jeremy@easierinc.com
 +44 (0)7973 316 234
 @JGOnline



Free resources to help
anyone 'Make Work
Work Better'



People we work with to
help others 'Make Work
Work Better'



Clients, collaborators
and cool people who are
'Exploring Aloud'



Framing a new paradigm for
public service; sharing 'Learning.
To Help The World Work'