



Performance Diagnostic Solutions

Powering Performance
to Improve Business Results

Driving business growth and innovation while balancing new technologies, digitization, and a changing workforce requires organizations to ensure that their system of performance remains aligned and operating seamlessly. This enables a rapid response to disruption while delivering valuable outcomes.

GP Strategies' Performance Diagnostic Solutions help organizations answer questions around how to achieve stated strategic goals, analyze initiatives that didn't deliver intended results, and improve employee performance.

Our approach is the result of years of refining human performance approaches. The foundation of our approach is recognizing that human performance is a system of six interrelated factors—**strategy, organizational capabilities, structure, processes & technology, people & practices, metrics**—that either inhibit or enhance organizational performance. Our experience and research reveal that when performance lags, at least one of the key performance factors is misaligned or not optimized.

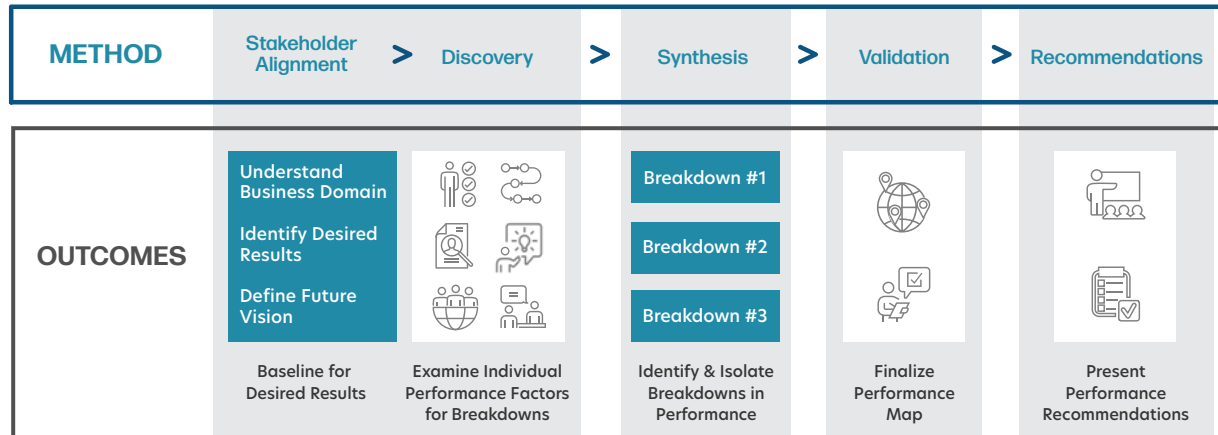
Organizational Performance is Driven by People



Identify & Isolate Breakdowns in the Performance System

Our Performance Diagnostic Process is a proven and objective way to assess an organization's key performance enablers, isolate system breakdowns, identify key opportunities to address breakdowns, and realign your organization to achieve desired results.

Performance Diagnostic Process



Alignment: To assess each factor of organizational performance, we first engage with leaders and stakeholders to capture their intent, support, and alignment for the effort. These alignment sessions help us understand the results stakeholders want and where they believe the organization is falling short.

Discovery: Next, armed with a clear understanding of stakeholder needs and desired results, our process specifies avenues of inquiry that we use to identify each performance factor (structure, processes & technology, people & practices, metrics), and assess whether they support the organization's stated strategy and capabilities.

Synthesis: After gathering data, we synthesize our results, prioritizing the factors impacting performance. Our prioritization process accounts for the severity of the breakdown, the indications of the breakdown, and how long it will take to address the impact.

Validation: We invite stakeholders to apply context that affects performance by providing critical insights through their expertise in the business. Their involvement in this step is vital to understanding how the breakdowns impact the performance system.

Recommendations: After stakeholder validation, findings and recommendations are structured in a manner that is clear, actionable, and contextualized to your organization. This ensures that our recommendations will have immediate impact on your organizational performance.



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