

Deep Dive: Strategic Performance Management (SPM)

What?

If you have identified specific performance areas your organization needs to address, we provide sharply focused, high impact assistance to diagnose the causes and/or close the performance gaps.

How?

When “unbundled” from the overall Strategic Performance Management (SPM) system, these specific services are delivered to our clients as point-solutions to specific performance issues:

- **Diagnose Performance Gaps:** We use the best web-enabled tools and efficient interviewing to help our clients quickly assess the causes of a performance problem at any level of the organization. Generally, our data gathering tools are supplemented with selective interviewing of key stakeholders. We have several relatively standardized data gathering tools such as Organization Capabilities Diagnostic, Customer Satisfaction Survey, HR Strategic Alignment Diagnostic, Strategic Culture Survey, and Board Governance Diagnostic. We also help create completely customized surveys and develop a flexible internal capability to conduct your own surveys using a highly innovative survey technology.
- **Diagnose Competency Gaps:** Organizational performance gaps usually have a significant connection to leadership effectiveness. To help address this issue, we utilize an accurate, rapid assessment of leadership competencies to determine what corrective actions can be taken. Assessment results indicate whether leadership competency gaps can be closed through coaching, supplemental staffing, or replacement. We also provide training to executives in competency assessment and provide innovative software tools that speed up and improve the effectiveness of assessment processes.
- **Cascade Strategic Goals:** Once strategic performance priorities are identified for the organization, we can assist senior management to develop execution plans and achieve effective strategic goal alignment across the organization. With the use of innovative SPM software tools, strategic goals and metrics can be readily cascaded across functions, business units, and organizational levels. Using SPM tools, senior executives can quickly see how their strategic initiatives have been translated into measurable performance goals and milestones in any area and at any level of the organization.
- **Position the Right Talent:** The quality of talent placed into key positions is the most critical driver of successful goal achievement and business performance. Quality of talent is determined primarily by how well employees match the competency requirements of their jobs. Using SPM software tools, we help senior management establish an efficient staffing process that maximizes the match between employees and job requirements across the organization. This job/person matching process is based on key competency requirements and can be effectively leveraged into an organization’s talent development and succession planning processes.
- **Track Goal Achievement:** An executive dashboard that provides transparent performance tracking for strategic initiatives and key operating results is more important than ever in today’s environment of heightened corporate scrutiny.

Reporting of financial results alone has become insufficient. Using SPM software tools, we help senior management and boards of directors establish a transparent, easy-to-use process for tracking key performance indicators for the business and the real-time status of strategic initiatives.

- **Close Competency Gaps:** Placing the best available talent into key positions is only the beginning of winning “the war for talent.” Sustained organization performance requires a longer-term talent management strategy that continually identifies and builds the human competence required for business success. Our SPM talent management tool suite supports the seamless, efficient integration of key talent management processes such as succession planning, career development, mentoring, executive education, and enterprise knowledge management.

Why?

Hanover Strategies brings to SPM in-depth expertise in key processes such as organization diagnostics, competency diagnostics, strategic goal management, talent management, and knowledge management. In SPM engagements, we help clients diagnose their organization performance gaps and establish action plans that will achieve the required results. We help select the right combination of strategies, processes, and tools to achieve successful organization change and performance improvement. Our team provides hands-on facilitation, project management, and professional services where needed.