



Three key Human Performance Improvement (HPI) principles drive success in ALL organizations that choose to practice this methodology of performance improvement. Interesting enough, those organizations that are very successful practicing HPI typically will not share this practice with other organizations. They see this HPI approach as a key differentiator in the way their work gets accomplished and a competitive advantage supporting their overall success.

Here are the three simple HPI principles that drive performance in an organization

Principle 1:

HPI uses a results-based approach, not a solution-based approach to achieving results and goals

Principle 2:

HPI focuses first on Outcomes produced by Key Performers (KP's), not on behaviors and the performance of standard or low performers

Principle 3:

HPI acknowledges that organizations are complex systems, and we always take a holistic approach, looking at ALL influences to achieve organizational results and goals.

How High-Performing Organizations Use the Three Principles

1. They always start with the end in mind (the result or goal) and they do NOT jump to solutions to solve the problem. This is not easy to do. The real 'solutions' to close the performance gaps and achieve the desired results are already happening in your organization, in real time, and they are being performed by your KPs. Therefore, we always diagnose before we prescribe solutions.
2. They use a tested performance-based methodology such as *Performance DNA*® to interview and observe KP's, the people in your organization that are close to, or are currently producing the desired results and goals. The performance interviews focus on outcomes and tasks of KP's that drive the desired performance in their organization.
3. They take a holistic approach to uncovering all the influences (+ and -) that impact the desired results and goals in question to find the most effective and efficient 'solution set' to close the performance gap. Lastly, they measure what they implement to ensure that they close the gap effectively and achieve the results and goals of the organization.