



Where Science and Art Meet Human Performance

Performance-based Competencies and Balanced Score cards

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Performance-based Competencies and Balanced Score cards are great assets in any organization when they are designed and used correctly. Unfortunately, many of the competency processes and balanced- score cards we have seen in organizations are behavioral-based versus being outcome-based, severely diminishing the return-on-investment (ROI) for the organization when they don't see the desired changes in their employees over time and the results they were looking for are not met. There is a big difference in the results you get in these programs when they have been developed using job outcomes vs. behaviors for a job.

It is a proven fact that you can have competent people in your organization that produce little or no value to your team at the end of the day if the focus of your competencies is strictly focused on the behaviors, or activities, of a job performer. Behaviors alone don't indicate a true measure of success. This is a poor measure for building competencies or balanced-score cards, because behaviors are tough to measure and poor indicators of 'real' change in organizations. Where is outcomes, which are defined in performance terms as the end result of job behaviors that are identified as producing outcomes tied to producing valuable business results and goals are great measures.

When you take this approach and your important outcomes are identified correctly through some simple performance analysis of your high performers then the value of those competencies and your score cards become priceless. There is a direct cause and effect link between correctly identifying job outcomes and meeting business goals and results vs. identifying behaviors alone that may or may not tie to producing those desired goals.

There is important expression we use in performance improvement which is, "you get what you measure", so it is very important that you are measuring the most important parts of a job performer's job. Taking an outcome focus that is easily measurable and can be tied to the results you are looking for will assure this is true.

Platinum Performance Partners has assisted organizations all over the world in designing and developing performance-based competencies and balance score cards that get results and provided out clients with great success and the ROI they were looking for.

If you are struggling with competencies and score cards that make a positive difference in overall job performance in your organization then you need to talk to the one of the Managing Partners at Platinum Performance Partners to learn how this can be done much more effectively in your organization.