



Performance Management

Results Consulting has been working with local and federal government departments and agencies since 1997 and has established a strong reputation for delivering high quality Human Resource Management and Organisational Improvement consultancy and training services.

We have extensive experience and understanding of Performance Management in the public sector and have completed a number of highly successful projects with small and large government agencies. Our team of consultants have private and public sector management experience in addition to qualifications and expertise in Performance Management systems design and skills development.

Our Services

- Assessment and audit of performance management capability
- Design or improvement of systems of performance management (work assignment, agreements, planning, measurement, and review and evaluation)
- Management skills development (managing work performance, managing people performance)
- Employee skills development (managing performance)

Our Approach

Results Consulting has an established reputation for highly consultative service provision. We listen first to client needs and develop strategies and program methodologies that will best meet those needs. Assessment and interventions are based upon achieving agreed levels of Performance Management capability. Performance Management programs are targeted towards specific, business relevant goals and targeted levels of performance.

Results uses a systematic approach to the design and implementation of development programs to create optimum conditions for learning and the transfer of skills and knowledge into the workplace. In essence our design model has four distinct stages:

- **Scoping** – the clear definition of achievable and measurable objectives for each part of the program, developing a perception of the target audience, their environment and capabilities;
- **Design** – the design of a learning strategy based upon adult learning principles;
- **Delivery** – the delivery of the development program and any related activities; and
- **Evaluation** – assessing the relative benefit to the individual and organisation of the learning program.

We consider the adult experience that participants bring to a training program is an important component of the learning process and we spend considerable time during the scoping stage, in gathering data on the organisation so the end product best matches the unique needs of the target group.



Our Experience

Within the public sector we have been involved in various aspects of introducing a performance management framework that is either entirely new or a significant departure from previous approaches. We have worked with all levels of employees across a wide range of occupations.

Results Consulting has recently provided Performance Management consultancy services to the following organisations:

- Australian Bureau of Statistics
- Health Insurance Commission
- Environment Australia
- Office of Film and Literature Classification
- Centrelink
- Defence Housing Authority
- Australian Capital Tourism

Our Consultants

Chris Morley – Managing Partner, over 20 years senior public sector Human Resource management experience. Consultancy services for senior managers in business planning, senior management performance, organisational change and leadership capability development.

James Webb – Senior Consultant, Performance Management expert with over 20 years management and consulting experience. Author of *"Putting Management back into Performance"* (Unwin & Allen 2003).

Gary Hampson – Associate, registered psychologist with extensive Human Resource and Performance Management experience.

Gillian Harris-Mayes – Senior Consultant, a senior human resources practitioner who has worked extensively with senior managers on workforce planning, performance management, training strategies and career development

Testimonials

Health Insurance Commission

"Results Consulting won and successfully delivered a major National training project for HIC. Their extensive expertise in performance management systems development and application in the public and private sectors was utilised to enable the development and delivery of an effective system for HIC. Participant feedback was extremely positive." – Azra Khan, Manager, Performance Support.

Environment Australia

"Results Consulting provided critical assistance for the implementation of our new Performance Management System. Their advice on performance assessment and the material they designed was particularly helpful. Results Consulting is highly professional, responsive to our needs and generous with their time. They were committed to assisting us achieve a positive outcome and became genuine partners throughout the implementation" - Peter Hansen, Director, Performance and Development.