



Dangerous Measures

Right Measures - Great Results

If your performance measures are not dangerous, they won't drive great performance.

Dangerous Measures is your program to build effective and purposeful metrics that drives proactive action and predictive performance.

For your performance to be successful, you must be attentive to 3 levels of measurement: the value, the quantum and the drivers of performance.

Dangerous Measures enable you to:

- Understand the output that your customers and clients truly value.
- Quantify the actual return on your true effort to improve your investment decisions.
- Influence the drivers that lead to the right behaviours and mindsets of your people.

Craig Stephens is a Chartered Accountant, accredited Lean Six Sigma Black Belt and experienced Project Manager. He knows numbers.

The Value of Dangerous Measures

Poor measurement renders any efforts to take control and accountability of performance useless.

Poor measurement can result in the wrong decisions being made, the right decisions being missed, unimportant decisions promoted and important decisions delayed.

Typically, a lack of reliable and objective measurement of performance makes the performance itself more difficult.

Without the right level of understanding about the performance, it is unlikely there will be any future improvement.

Measures	Insight	Focus
★ Predictive	100	Performance
↑ Productive	80	Energy
↑ Qualitative	60	Understanding
↑ Quantitative	40	Activity
↑ Combative	20	Blame
↑ Negative	0	Errors

Whether you are operating individually, in a team, in a business or organisation, the state of your measures will have significant implications for your business insight.

Measures that are negative or combative lead to a poor culture focusing on errors and blame.

By developing and implementing Dangerous Measures, you will increase your insight about your performance and ultimately create a culture of predictive learning, whereby your metrics will enable you to predict your performance.



Craig Stephens

Dangerous Measures

Dangerous Measures is for Performance Owners wanting to...

- Understand the true drivers of their performance.
- Spend more time on their business, than in their business.
- Be more predictive and less reactive about their results.
- Make more informed business decisions for their customers and people.
- Connect the beliefs of their people to the purpose of the function.
- Establish behaviours that lead to better operational efficiency and effectiveness.

What you will learn from the Dangerous Measures Program...

- Learn why you have too many of the wrong measures being measured.
- Learn what measures are necessary to build responsibility for performance.
- Learn how you can improve your team performance through Dangerous Measures.
- Learn a simple yet effective approach to diagnosing the effectiveness of metrics.
- Learn how build the right metrics at the 3 levels of measurement: value, quantum and drivers.
- Learn how Dangerous Measures can shift the focus from reactive to proactive behaviours.

What the Dangerous Measures Program involves...

- A 6-month program to establish, test, review and refine a new performance measurement framework.
- An initial 1-day review and diagnostic of your existing measures and metrics in the performance environment.
- A 1-day Performance Function (team, business, organisation) Workshop to assess your purpose, process and people.
- A Performance Tree Plan outlining the steps to implement new measures and metrics.
- Establishment of an online Performance Tree Reporting Platform for each Performance Function.
- Establishment of a Visual Management Board for each Performance Function.
- 4 x 90 minute monthly review meetings with the Lead Performance Owner.
- Monthly team meeting reviews of measures and insights with responsible Performance Owners.
- A closing 1-day Performance Function Workshop to handover ownership of ongoing performance management.

Contact Craig Now!

Mobile: 0488 202 991

Email: craig@craigstephens.com.au



Craig Stephens

