

HighMiddleLow

PERFORMER CONVERSATIONS

(SM of the Studer Group, LLC)

What can we do with the negative people in this organization? They drag everyone down!

I've got top performers who I think I just end up taking advantage of. It's hard not to.

What should I do when someone performs great clinically, but has no people skills?

How do I handle the employees who do "good enough" work, but not much more?

I've got some technically competent people who just aren't team players! Should I do anything?

All too familiar questions...

Do these questions sound familiar? We bet they do. Many supervisors, managers and other leaders would echo the same. The Studer Group, LLC has developed a highly effective program for "moving organizational performance." From their work in their national learning lab of health care organizations, the Studer Group, LLC developed HighMiddleLow Performer Conversations (sm).

The goal is to help **health care organizations** develop people to the top of their game.

HighMiddleLow Performer Conversations (sm) is a **video-based coaching product**, which models the best ways to:

- *Re-recruit high performers.*
- *Help middle performers to build on strengths and tackle weak spots.*
- *Confront low performers so that essential improvements become possible.*

The videos show real leaders having real conversations with real employees. No scripts. Not just theory. The videos show the real deal.

And some solid solutions...

WOW Retreats! Uses HighMiddleLow Performer Conversations (sm) with clients of all kinds. We leverage on the Studer Group expertise and the excellently designed HML video-based program by coupling classroom training with group coaching. Training plus group coaching ensures that the principles and skills of HML really "stick" with supervisors, managers, and other leaders.

Research verifies this 'training plus coaching' phenomenon. Studies show that while training alone generally leads to some behavior change and improved results, training PLUS coaching impacts results much more dramatically! In one study, the results of training yielded 14% improvement. Add the coaching and the results zoomed to 80%. That's more than a worthwhile **return on investment**.

The Studer Group discovered some other interesting things in the learning lab. They discovered that many organizations hit “the Wall” in their journey towards achieving excellence in performance and results. The Wall occurs when High and Middle performers perceive the performance gap between themselves and Low performers as unfair and intolerable. High and Middle performers know that leadership is supposed to deal with Low performers and when that doesn’t happen, High and Middle performers relax their standards.

In essence, the Low performers’ work habits rub off. The Low performers’ standards permeate the entire culture. The journey to excellence is stymied.

The solution? Bring out the best in all performers. New programs are in and of themselves useless unless leaders learn how to deal with performance. People carry out initiatives, after all. So, while an initiative may be brilliant, that same initiative is only as good as the people who make it happen.

So, High and Middle performers deserve to know that their efforts will be rewarded and recognized.

High and Middle performers also need to know that Low performers will be fairly and justly dealt with. HighMiddleLow Performer Conversations prepares leaders to do all of that. Leaders become part of the solution, not part of the problem.

HighMiddleLow (sm) is an effective way to prepare supervisors, managers, and indeed, all the leaders of your organization to inspire excellence...from everyone.

So, contact us and we’ll tell you how we do it. If you want to or need to, we’ll make sure that your top management team has outlined the essential “standards of behavior” that will pave the way to excellence. We’ll also facilitate top management discussions about performance so that leaders throughout the organization know for sure what’s expected. We’re anxious to help because we believe that what we do—with the aid of the Studer Group expertise—makes a positive difference.

If you want one year of prosperity, grow grain. If you want ten years of prosperity, grow trees. If you want one hundred years of prosperity, grow people.

Chinese Proverb

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