

**Implementing a performance culture at a small consultancy to support their growth**

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**The Situation:**

A rapidly growing consultancy that had been in business for 10 plus years with a cultural belief and desire to support the growth of their employees that had no process in place to make it happen consistently.

**The Opportunity:**

Develop a performance management process that is not overly burdensome to implement and manage that supports and reinforces the right things, which drive the results they want.

**The Story:**

George worked with the leadership team to navigate the challenging dilemma of how to start this project and build something over time that worked for them and all the employees at the company while supporting their culture and enhancing their performance.

Step 1 – establish the review process, key competencies and methodology that supported their collaborative culture.

Step 2 – implement a talent management platform to support the review process and company wide goal setting going forward

Step 3 – support employee adoption of the talent management software

Step 4 – establish a methodology for capturing peer feedback to support management reviews in order to identify and reward top talent while also continuing to develop the entire organization.

Step 5 – further refine the process by capturing employee feedback and updating the system as needed.

**The Results:**

The company was able to grow their revenue and their number of employees. Employee satisfaction grew due to clearer expectations, roles and career progression. The performance review process is more efficient and effective while driving the desired behaviors and results that support the company's developmental culture.