

MODULE 7

Strategic Leadership

(Part 1)



Final Module
STRATEGIC LEADERSHIP

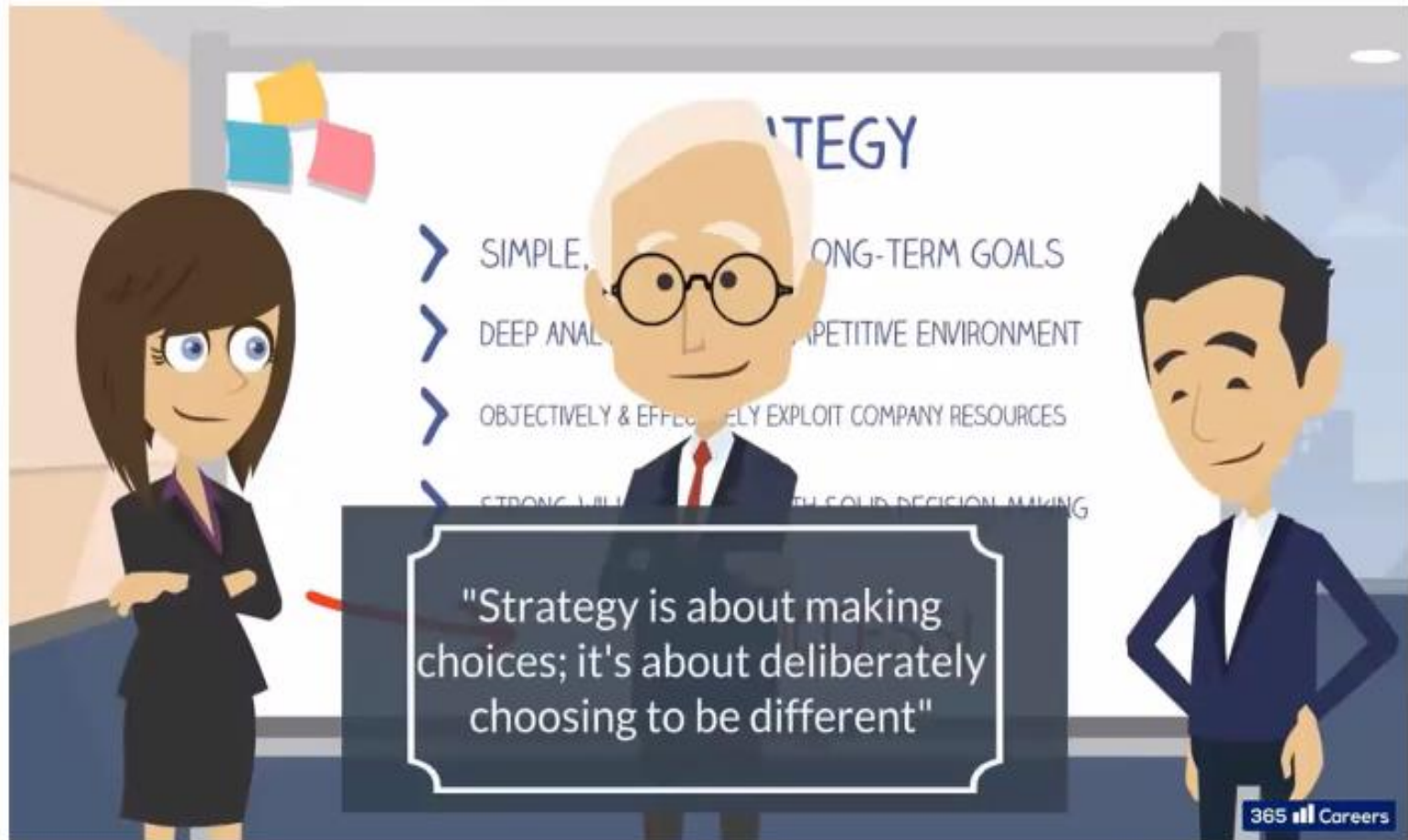


What is Strategy video 1

<https://www.youtube.com/watch?v=Fjo1TPe5isw>









Strategy is important

It embodies some of the most critical decisions a company must make

What is Strategy video 1

<https://www.youtube.com/watch?v=Fjo1TPe5isw>



STRATEGY in the Business Context

**Future-Focus,
Long Range – *plus
the NOW***

vs.
Now

**Dynamic/
Flexible**

vs.
Rigid

**Non-Linear/
Complex**

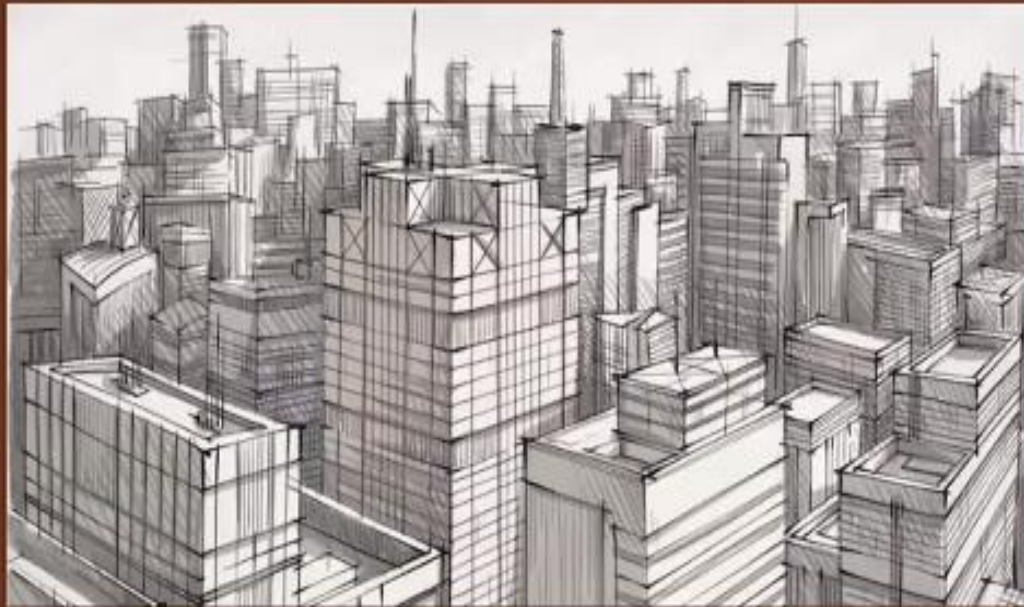
vs.
Linear/
One-Track

**Purposeful/
Deliberate**

vs.
Accidental /
Robotic

WHAT IS STRATEGY?

ANDREW BELLAY
STRATY.COM



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WHAT IS STRATEGY?

What is Strategy video 2

<https://www.youtube.com/watch?v=sisozt4Qnm>

GOOGLE: "DEFINE STRATEGY"

strat·e·gy

/ˈstrədəʒi/ ⓘ

noun

a plan of action or policy designed to achieve a major or overall aim.

"time to develop a coherent economic strategy"

synonyms: **master plan**, grand design, **game plan**, plan of action, **plan**, **policy**, proposed action, **scheme**, **blueprint**, **program**, **procedure**, **approach**, **schedule**. More
tactics, set of tactics

"the government's economic strategy"

→ the art of planning and directing overall military operations and movements in a war or battle.

synonyms: the art of war, **military science**, military tactics; **generalship**

"the process could revolutionize military strategy"

• a plan for military operations and movements during a war or battle.

"nonprovocative defense strategies"

STRATEGY = PLAN?

STRATEGY ETYMOLOGY

stratēgos \longrightarrow *stratēgia* \longrightarrow *strategy*
(greek) (greek) (english)

stratēgos = *stratos* + *agos*

Source: <https://www.etymonline.com/word/strategy>

STRATEGY ETYMOLOGY

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strategy = "multitude, army" + "leader"

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stratēgos = *stratos* + *agos*

strategy = "multitude, army" + "leader"

strategy = "to lead that which is spread out"

Source: <https://www.etymonline.com/word/strategy>

WHAT IS STRATEGY? (HBR, 1996)

MICHAEL PORTER

Strategy is not **operational effectiveness**.

Strategy is **the creation of a unique and valuable position, involving a different set of activities**.

Strategy is **making trade-offs in competing**.

Strategy is **creating fit among a company's activities**.

WHAT IS STRATEGY?

THE STRATY.COM DEFINITION

Strategy is the **process** of creating a set of **well-aligned activities** with the aim of occupying a **valuable position** in a **competitive landscape**.

What is Strategy?

A set of well-aligned activities designed through a process, with the aim of occupying a valuable position in a competitive business landscape.



Michael Porter

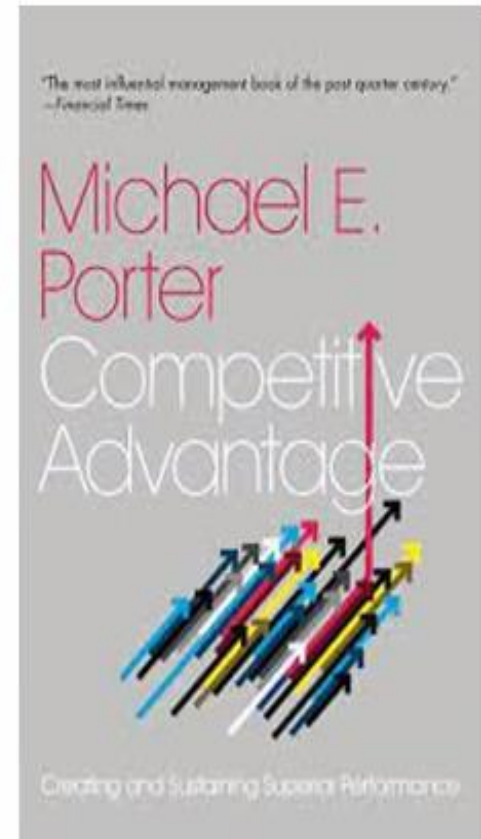
- American academic
- Renowned for his theories on business strategy and economics
- Porter's Five Forces and 'Competitive Advantage'

"Porter's books on competitive strategy are the seminal works in the field."
—Philip Kotler, author of *Principles of Marketing*

Michael E. Porter Competitive Strategy



Techniques for Analyzing Industries and Competitors



Strategy Framework



This strategy framework illustrates the linkages between every single activity, initiative, task that individuals work on – and the company's mission and vision.

Overview of Strategic Planning



**RED
TALKS**

Company-Level



Department-Level



Objectives & Key Results

A practical guide to Objectives and Key Results
(OKRs)

Content sourced from:

- Betterworks (www.betterworks.com/resources/)
- MyObjectives (www.MyObjectives.com)
- Pedoo - Henrik-Jan van der Pol
- Weekdone (<https://weekdone.com/resources/objectives-key-results>)

Brett Knowles
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416-766-7684

History

✂ pm 2

MBOs

The Effective Executive
by Peter Drucker

1967

1973

S.M.A.R.T

George Doran's
"S.M.A.R.T. Way"

1981

1984

KPIs

OKRs

John Doerr introduces
OKRs to Google

1990

1999

2012

Balanced Scorecard

Dr. Kaplan & Norton write
The Balanced Scorecard

www.pmi.com

3

https://www.youtube.com/watch?v=LkBmR_eTDvQ

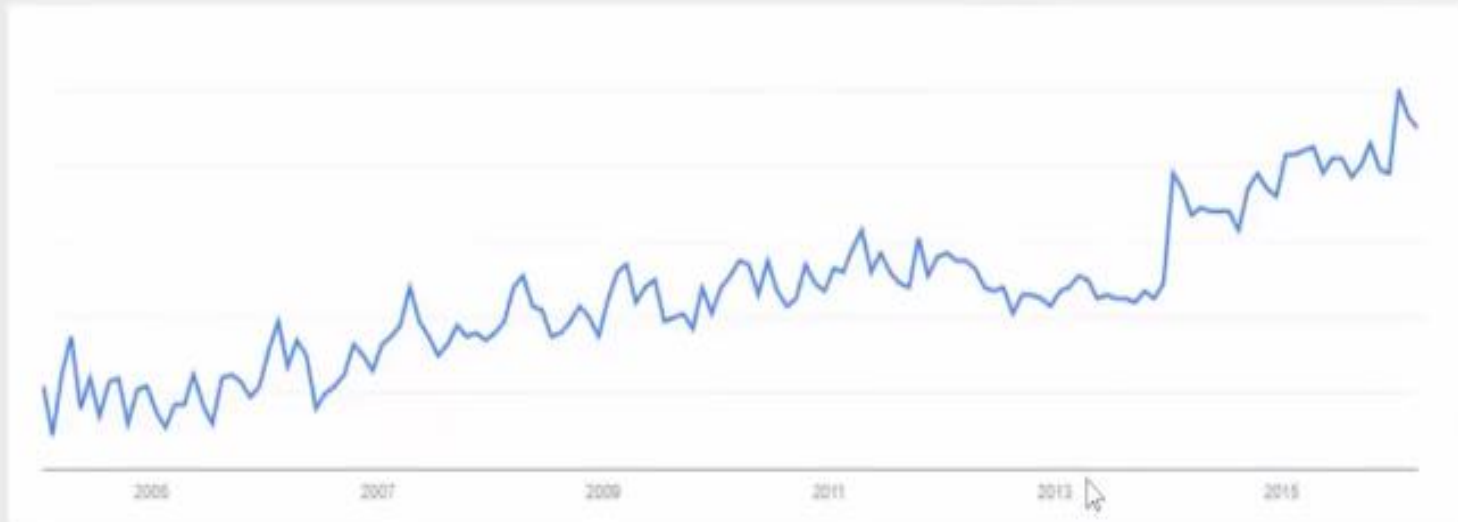
34

Interest in OKRs is growing

OKR

Search term

Interest over time ⓘ



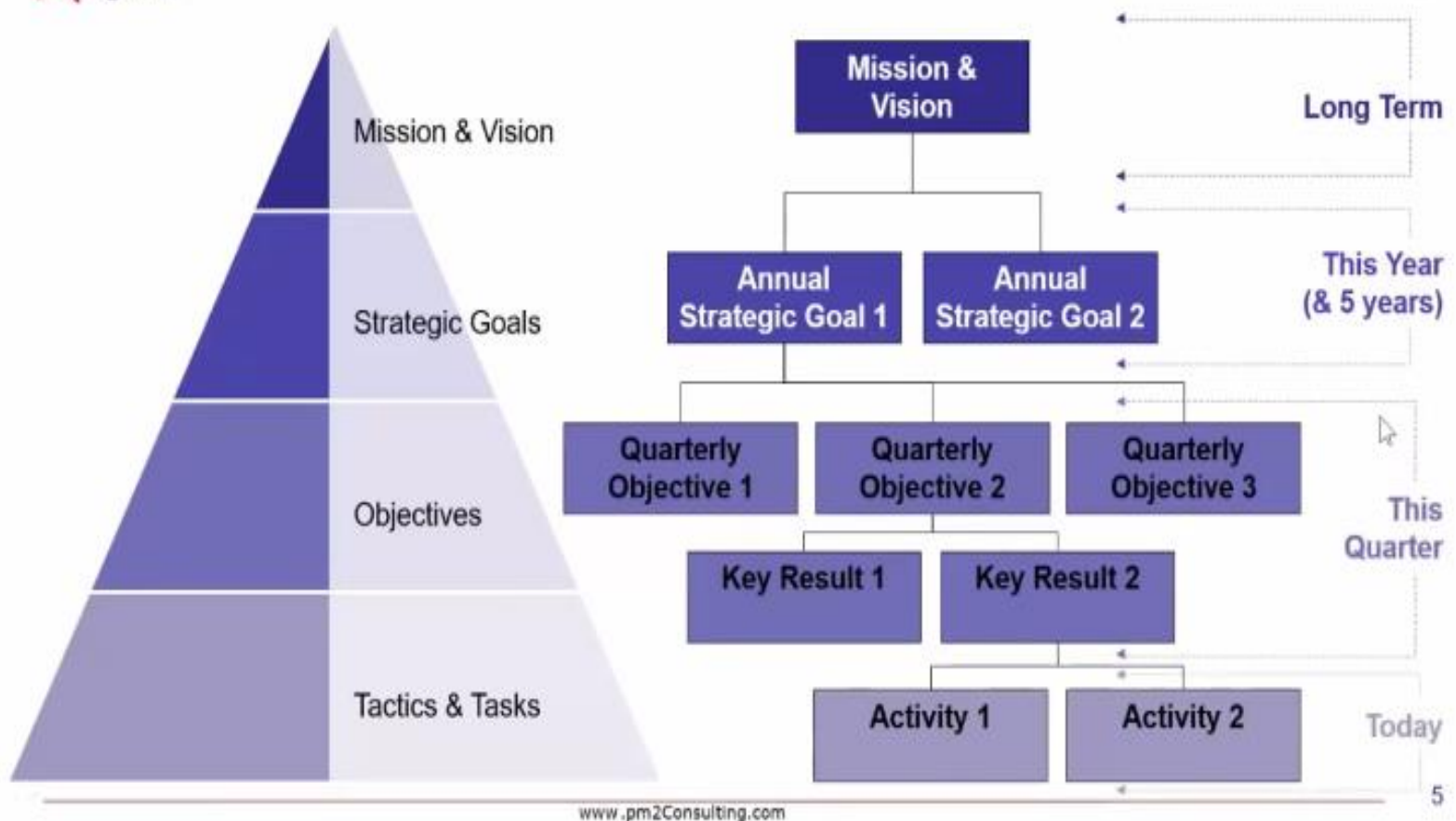
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https://www.youtube.com/watch?v=LkBmR_eTDvQ

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What are Objectives and Key Results?

✂ pm 2



https://www.youtube.com/watch?v=LkBmR_eTDvQ

The need

14%

employees understand
their company's
strategy and direction

58%

employees say their
manager clearly
communicates goals and
objectives

13%

of workers feel
engaged by their
jobs

47%

are satisfied with their
organization's system for
managing their
performance

Objectives and Key Results

OKR

The best practice of setting and communicating company, team and employee objectives and measuring their progress based on achieved results.

Objectives:

- ambitious
- qualitative
- time bound
- actionable by the team

Key Results:

- measurable and quantifiable
- make the objective achievable
- lead to objective grading
- difficult, but not impossible



Best Practices

3

objectives at
any time

3

key results
per objective



Set quarterly



Reviewed
monthly or weekly



Public and online
in front of all
employees

70%

Sweet spot to
achieve % of
the results

Benefits

- **Disciplines Thinking**
 - The major goals and logical cascade will surface
- **Communicates Accurately**
 - Gets everyone aligned around what is important
- **Established a measurement culture**
 - Shows everyone how far we have gone
- **Focuses effort**
 - Ensures that we are all pulling in the same direction
- **Enables employee engagement**

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4 Guide Lines

- **Set them annually and quarterly**

- A quarter and year are timeframes in which you can really achieve something. These are also the timeframes used to evaluate companies.

- **Do not have too many**

- 5 Objectives with less than 4 key results each is your maximum per quarter.

- **Make the Objectives challenging**

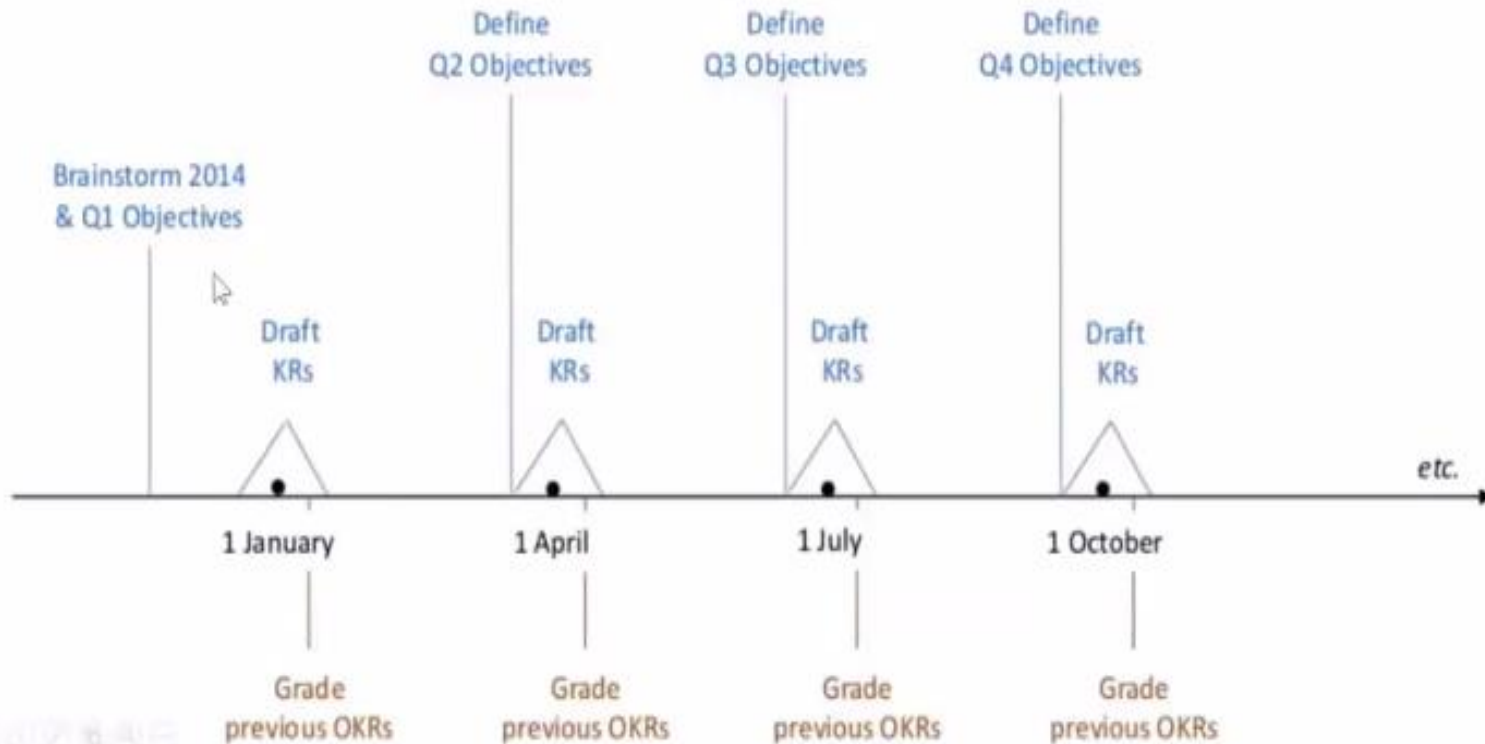
- Research and experience prove that people who set challenging targets achieve more.

- **A Key Result must be defined**

- You need to create a learning process.



Annual time line



https://www.youtube.com/watch?v=LkBmR_eTDvQ

PERFORMANCE MANAGEMENT

a set of processes that aligns an organization's performance with its strategic goals.

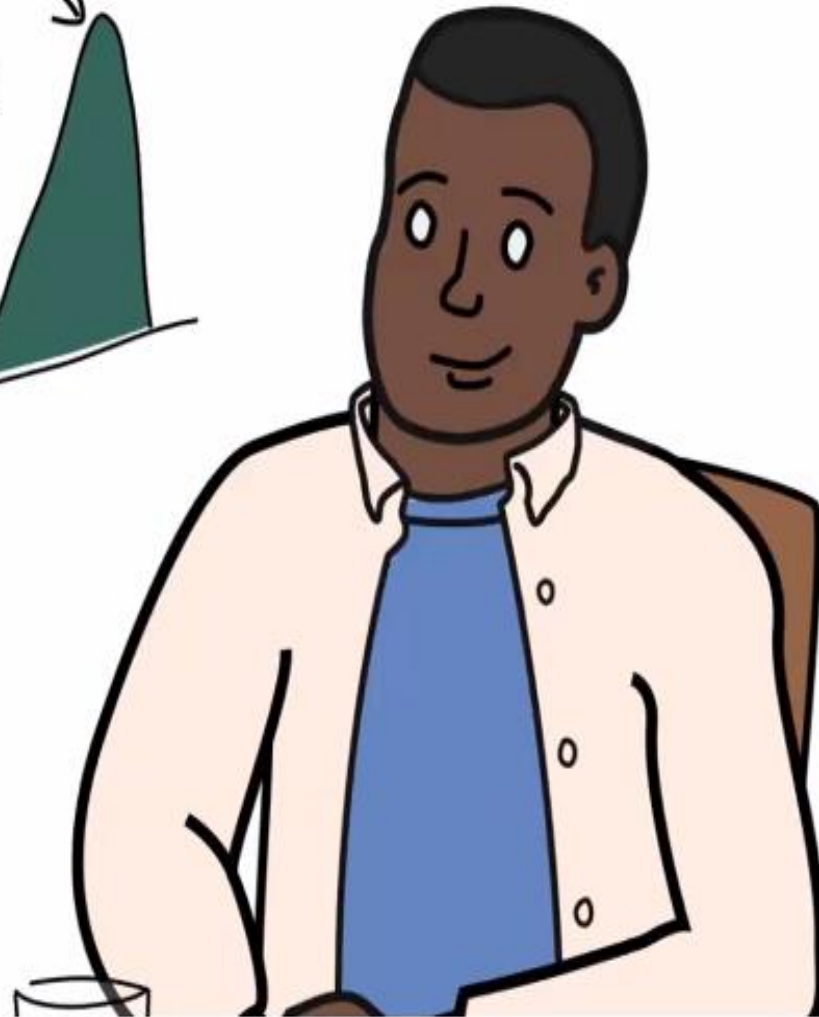
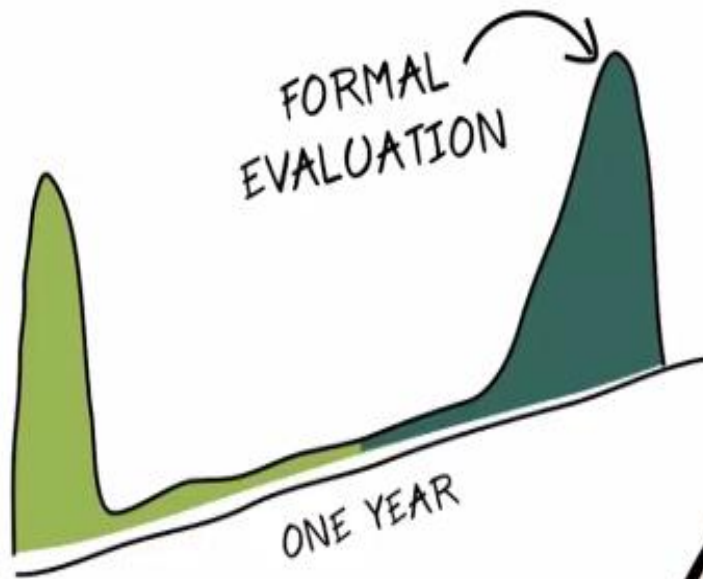
Performance Management

	
HR	All Leaders

https://www.youtube.com/watch?v=T_u98YdISPw



https://www.youtube.com/watch?v=T_u98YdISPw





CHALLENGES

Cancelled Projects

New Projects

Changed Priorities



TRADITIONAL PERFORMANCE MANAGEMENT



https://www.youtube.com/watch?v=T_u98YdlSPw



EFFECTIVE PERFORMANCE MANAGEMENT

Direct, Relevant, &
Meaningful Goals

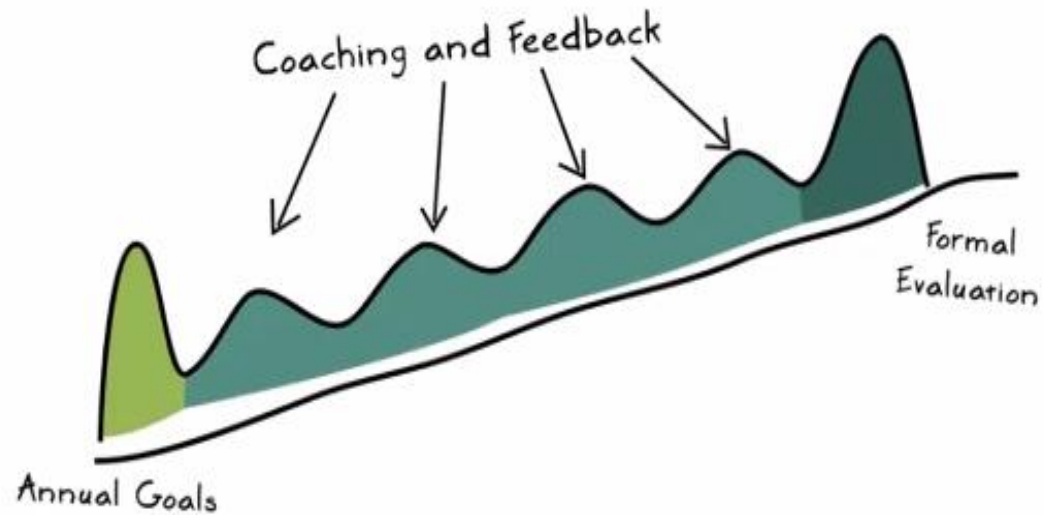
Ongoing Check-Ins

Annual Goals

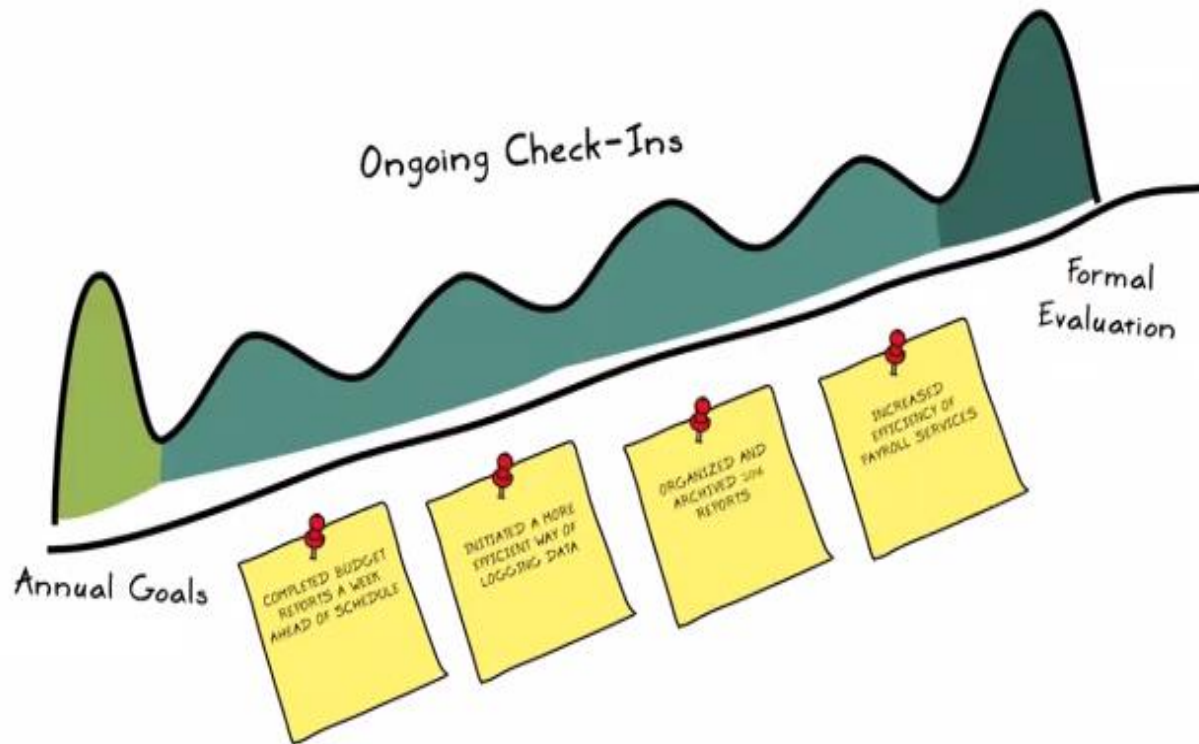
Formal
Evaluation



EFFECTIVE PERFORMANCE MANAGEMENT



https://www.youtube.com/watch?v=T_u98YdISPw



REGULAR CHECK-INS

- ✓ Know Where They Stand
- ✓ Provide Clarity
- ✓ Help Course-Correct and Adjust



Common Pitfalls in Performance Management



1. Direct Superiors = Performance Managers

- HR's must implement a more effective Performance Management framework
- The huge chunk lies in the PEOPLE MANAGING skills of All Leaders



2. Managing \neq Evaluating and Rewarding.

- Traditional PM Models tend to disregard the day-to-day 'managing of performance'.
- Many companies tend to think a once or twice-a-year activity does the trick.



3. Your Performance Review Tool is flawed.

- Copy-Paste or Borrowed
- Not anchored on the company goals / objectives
- **Metrics and Competencies** are not properly defined



4. Leaders don't see the value.

- Shortsightedness: they don't see the big picture
- No Buy-In: they don't really think PM is effective or has value
- They're just too busy to care.



5. Leaders are not aligned.

- Have your Leaders undergone proper/adequate training and calibration on your PM Program?
- Do your Leaders know the process, methods and tools?



6. Leaders can have biases.

- Personal
- Recency
- Contrast
- Strictness or Leniency



1. Rater Bias

Scores end up being more of a reflection of the manager conducting the review, rather than the employee being reviewed.



2. Primacy Bias

First impression lasts syndrome.

Rating is heavily influenced by what you've heard/learned about the person.



3. Leniency or Strictness Bias

Evaluator's standards are too loose/lax – or low or the opposite (too high, too strict).



4. Halo or Horns Effect

Evaluator rates an employee favorably based on one thing they do right, or do wrong.



5. Recency Bias

This is where you focus on what an employee has done recently, rather than looking at how they have worked during the entire performance cycle.



6. Affinity Bias

It occurs when we favor someone because we share similar affinities. E.g., men might rate men higher than women, or vice versa.



7. Other Key Issues

- Goal-Setting is not properly done or integrated
- Developmental Component is not done right (haphazard, 'just to comply')



Sample Performance Evaluation Framework

1		

- Employee and Basic Details

2		

- Objective Component
 - Metrics
 - Remarks

3		

- Subjective Component
 - Competencies
 - Remarks

4		

- Next Cycle Goals and Targets
- Development Plan
- Remarks

HR AND PERFORMANCE

Program B HR Management



E. Competencies

•While it is best to primarily focus on tangible results (Metrics, KPIs) in Performance Appraisals, HRs must make sure that the more subjective and behavioral aspects of performance are also factored in.

Metrics	Competencies
<ul style="list-style-type: none">• Objective• No hard rule but around 60 to 75% of the appraisal	<ul style="list-style-type: none">• Subjective• Can be 25 to 40% of the appraisal

What is a Competency



Cambridge Dictionary

An important skill that is needed to do a job

<https://dictionary.cambridge.org/us/dictionary/english/competency>

SHRM – Society for Human Resource Management

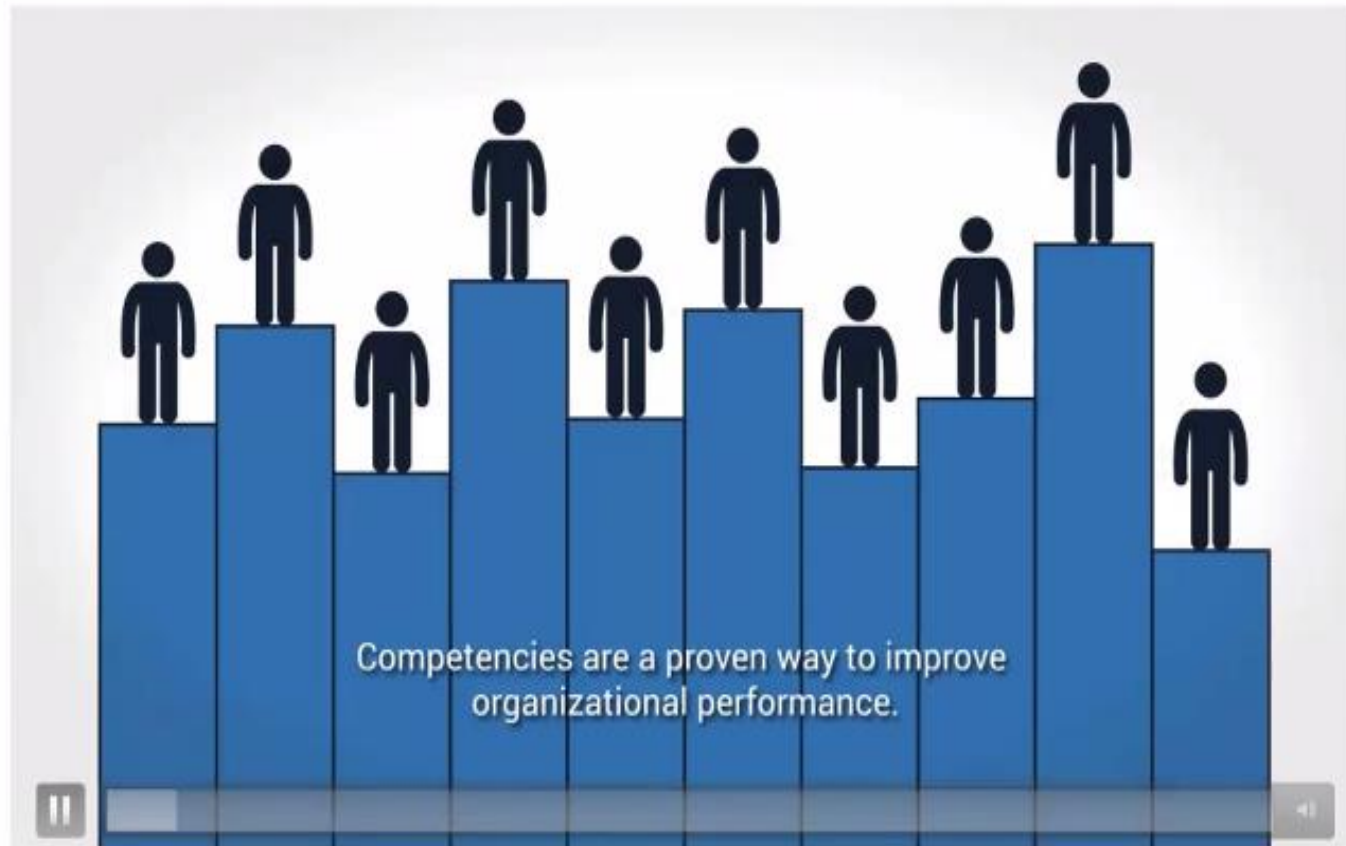
A cluster of knowledge, skills, abilities and other characteristics (KSAOs) needed for effective job performance.

The SHRM Competency Model

https://www.shrm.org/learningandcareer/competency-model/publishingimages/pages/default/shrm%20competency%20model_detailed%20report_final_secured.pdf

Definition

A Competency-Based HRM



<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM



<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM

The screenshot displays a video player interface with the title "TALENT MANAGEMENT" in large blue letters. Below the title, there are two side-by-side panels comparing competency levels for two roles: Project Assistant and Project Manager. The Project Assistant panel lists five competencies with levels 1 or 2, while the Project Manager panel lists five competencies with levels 3 or 4. At the bottom of the video player, there is a pause button and a progress bar.

Project Assistant	Project Manager
ACHIEVEMENT ORIENTATION, Level 1	ACHIEVEMENT ORIENTATION, Level 3
ADAPTABILITY, Level 2	ADAPTABILITY, Level 4
CLIENT FOCUS, Level 1	CLIENT FOCUS, Level 4
QUALITY FOCUS, Level 2	PROJECT RISK MANAGEMENT, Level 3
TEAMWORK, Level 2	RESOURCE MANAGEMENT, Level 3

<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM



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A Competency-Based HRM



<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM

Inspire individuals and
organizations to
achieve more.

<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM

Inspire individuals and
organizations to
achieve more.

<https://www.youtube.com/watch?v=LPww5MmtmOs>

A Competency-Based HRM

Achievement Orientation



<https://www.youtube.com/watch?v=LPww5MmtmOs>

How to fix the problem

PM FRAMEWORK

1. Planning

Strategic
Plan

Operational
Plan

Individual
Plan

4. Monitor

Regular:
RT, M, Q, A

2. Measure

Metrics

Competencies

5. Feedback

Training
Leaders

Regular:
RT, M, Q, A

3. Tools

Review Form

Scorecard

6. Empower

Learning
Needs

Rewards