



# THE MANAGEMENT PRACTICE

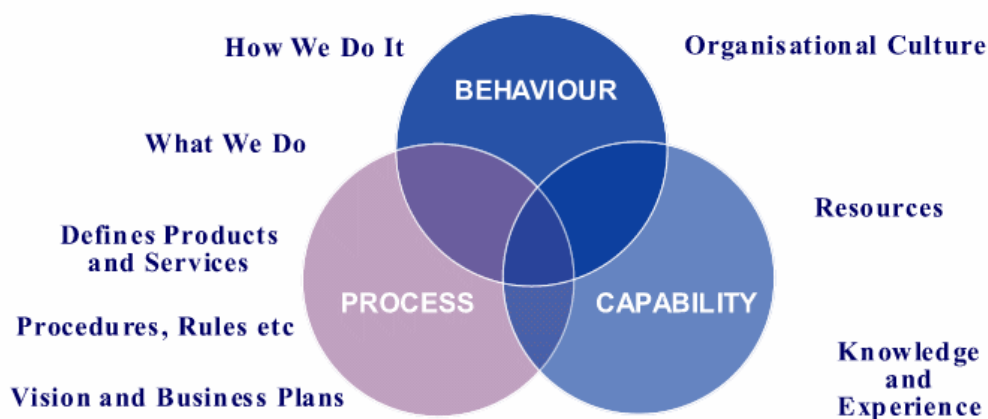
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## Performance Model

High performance occurs when effective business processes are matched with the right capabilities (skills and resources) and we adopt the appropriate behaviours. Often organisations and businesses focus on process or capability to improve performance and forget the significant impact that changes to process or capability can have on the culture of the working environment. There is a complex relationship between the three elements and high performing businesses acknowledge this.

### The Performance Model

Individual and Collective Values



**Behaviour:** the individual and collective behaviour of the staff that determines how things are done. This collective behaviour can be defined as the organisation's culture.

**Capability:** the knowledge and skills of the staff together with the resources that are available to support them.

**Process:** the definition of the services that are offered and the rules and procedures that facilitate delivery.