Would you recommend the Performance Detective workshop to colleagues in the field/your company? (Or maybe a bit more in detail: would you recommend the 70:20:10 method and especially the tools of the Performance DNA that are used in the Performance Detective role?)

Yes, I would say that using the 70:20:10 approach is like getting a driver's license: you have some needs, background and theory as base, but the true learning is out in real life while practicing on the roads. Using the old school training concept is like reading the theory behind driving and expect someone to be able to drive once leaving the classroom.

The concept is easy to understand, but it is difficult to do. It forces you to dive into your business and to see some things you do not want to see.

Being good in playing Fifa on the sofa, does not make you good in the field.

What are the most important arguments to recommend the Performance Detective workshop?

By using the 70:20:10 approach you are handling the cause instead of handling the symptoms. Simple and obvious to all of us, but still we have a tendency to forget this basic factor.
You base your findings on an as objective data foundation as possible (data collection, survey, interview, mirroring the field - triangulate the data). To be consistent in all your processes, be aware of critical hurdles and remove critical hurdles if possible.

Would you recommend the support of the 70:20:10 Institute to collegues in the field/your company?

I can highly recommend the support of the 70:20:10 Institute.

What are the most important arguments to recommend? And what was your most important eye-opener in using the 70:20:10 Method/The Performance DNA?

- This is not an ordinary training tool where you know the outcome upfront.
- It reminds you of the simple things > to focus on the business objective!
- The true business impact opportunity/root cause might be something completely different than expected.
- Even though we are a smaller company it became very clear to all how important it is to have clear processes and tasks mapped out.

What do you use most in your daily work?

Rummler's grid is a very strong element in this methodology. Very much black on white how the business looks like from an objective outside perspective. Not easy to handle and take in as the market being worked with.

Testimonial

What profits/benefits does your organisation got from using these tools/method up till now?

The relief when my colleagues realised that they are not going to have to adapt somebody else's solution. That they are their own benchmark top performers vs average performers and that it is possible to improve the solution/performance gap.

Effect on the business/revenue is still a bit early, but so far we have seen:
• First pilot market: three months after kicking of the project they had an all time high sales (no other activities/changes in their market place), the month after +34% growth.
• Sparkled innovation and a new tool and approach being developed using the Competitor Vigilance capturing Competitor Intelligence.

What benefits/results do you expect in the near future?

• To highlight the importance of focusing on and ensuring the business objectives.
• Increased revenue, which will reduce the things/activities/content that we actually do not need.

All this by making sure the FLSMs (First Line Sales Managers) take the ownership of the performance acceleration in their teams and for themselves. As it says somewhere in the book "Knowledge is...in a constant state of motion...a dynamic process..between theory and practice, working and learning."

Lessons learned

• We tend to forget the basics. We know how it should be. We are habitual animals. We are driven by our habits, and comfort zone. We move to solutions, we already know the outcome of.
• It forces us or enables us to be consistent.
• On the paper it looks straight forward, the big hurdle is me.
• It is a great tool; it has also helped me in other processes.
• Eye-opener: it is no ordinary training tool. The true challenge is to know that asking the right questions is more important than knowing the answers. You can never have the answers and solutions on forehand.
• You have to have confidence in the process and you have to stay focussed on the business.
• The outcome can be something you did not expected.
• Evidence of how important it is to have the process written out.
• Always ask the question, also if you think it is a silly one. There are no stupid questions.
• Most use in daily work: nine field model of Rummler.
• Profits now:
  • Relieve in colleagues' eyes to not be forced to use a solution of somebody else.
  • Algeria: 3 months after the kick off, we have all time high sales, 34% growth in the month after.
  • Sparkled innovation: competitive vigilance (new tool, share experiences), we use Slack, gather competitive data!
  • Near future: increased revenue, and because of accelerated performance we hope to reduce unnecessary activities. (Is it really business critical?)
• Newsletter leadership team.
• Important to have top down and bottom up commitment, foster and feed commitment.