

Guiding Improvement with the HOPE Framework

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Achieving Results at Work

- Effective human behavior is critical to success of any organization.
- Effective organizational strategy/goals/performance is critical to success.
- Alignment is the key.



Agenda Today

- Interactive Case Study
- Small Group Discussion
- Case Progression
- Long term implications

Listen for 4 aspects of the problem

- Person to job match
- Skills and knowledge
- Motivation and organizational incentives
- Resources

Case Exploration





Because...

**Performance =
Job Match + Skills
+ Motivation + Resources**

Recommend a question to better understand...

- Person to job match
- Skills and knowledge
- Motivation and organizational incentives
- Resources

Now, back to the client

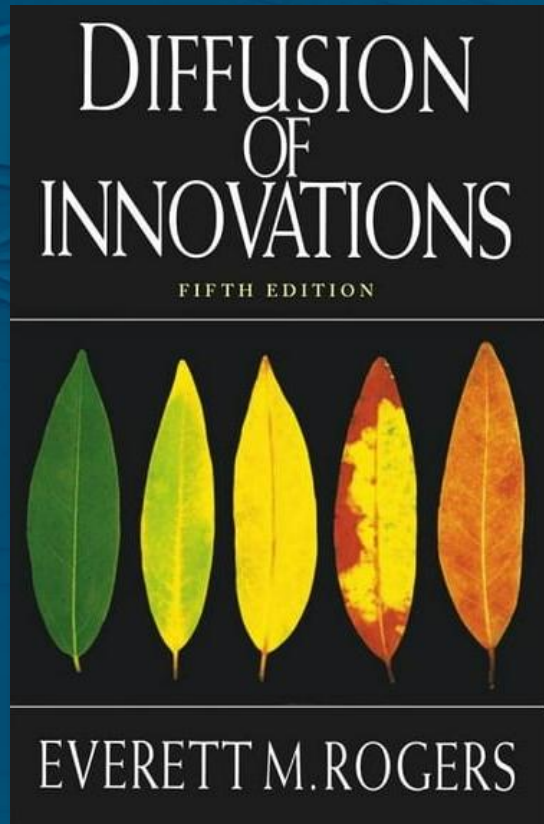


What action would you recommend?

1. Capability and selection
2. Skills and knowledge
3. Motivation and organizational incentives
4. Resources

Ease of adoption?





Change Management Success Factors

- **Relative advantage**
- **Compatibility**
- **Complexity**
- **Trialability**
- **Observability**

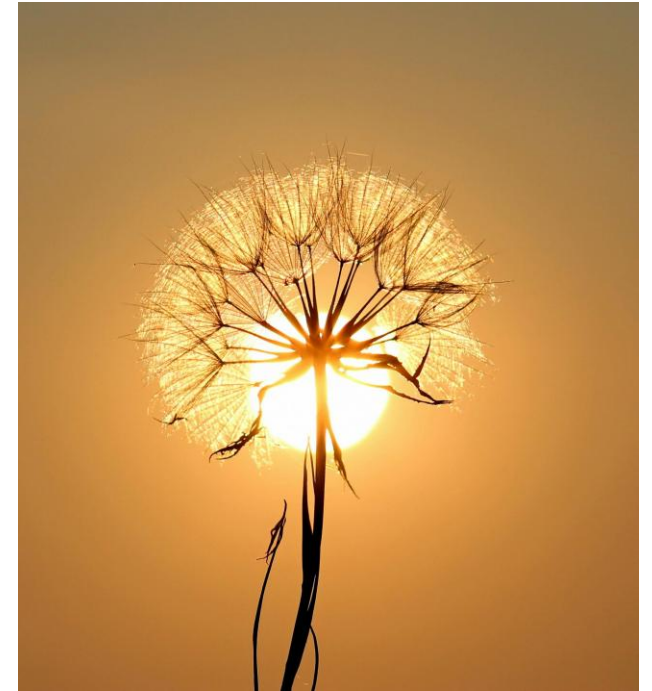
The HOPE Program

Topics Include:

- Performance effectiveness
- Cross-functional problem solving
- Change leadership
- Organizational systems
- Strategic thinking, planning, and doing

Options

- Masters of Science Degree (30)
- Graduate Certificate (12-15)
- Professional Development Training



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