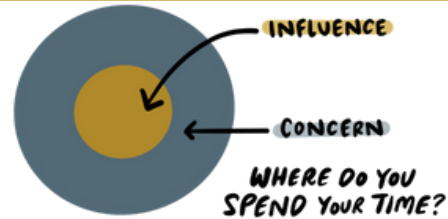


# Enhancing Performance: Turning 'Interference' into Positive Action



POTENTIAL - INTERFERENCE  
= **PERFORMANCE**

- When our performance does not match our potential, something or frequently many things are getting in our way.
- Let's call these things interference
- Give the individual or team the opportunity to list all perceived/ actual sources of interference.

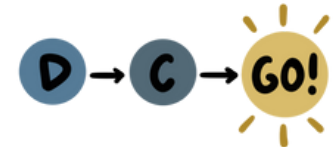


- So, what do we do with this list of interferences?
- Step 1: Go back through the list, putting an "I" next to the ones we can influence. Put "C" next to the ones that are getting in our way but we cannot influence them (i.e. they concern us but we do not control them.)
- Step 2: Focus on the 'C's'. Do one of the 2 things .
  - a) Cross them out where it relates to an external factor or organisational policy

- b) Write down the name of a more senior figure to whom you can escalate the "C". (If a significant interference)
- Step 3: Zone in on the 'I's'. Do one of the 2 things
    - a) Pick a quick win. This is important to evidence progress and create energy and momentum. See the quick wins as fixing broken windows.
    - b) Pick the no.1 interference, This might take time to fix. See this as replacing the whole roof!



- When considering the quick win and the no.1 it is tempting to jump to the first solution that comes to mind
- Avoid that, ensure the individual/team think of a min of 2 solutions for each problem/ area of interference



- Make a decision on the preferred solution
- Ensure the individual/ team are committed
- Get into action at speed



1+3+6

- Use the GiFT31 process to create and maintain momentum