

The Performance Diagnostic®

Build an environment for breakthrough performance

Today's performance is produced by a company's current environment.

It is possible to produce different results by changing the environment.

Environment is Critical

Building an environment dedicated to breakthrough performance creates a precious competitive advantage for any organization. Such an environment fosters powerful interactions among leaders and teams, creating new possibilities to compete and win through speed, reliability, quality, engagement, and innovation.

In an environment where leader and team dynamics are constantly addressed and improved, it is far more likely that people of all levels and abilities will achieve their best performance. As they continue to grow and challenge themselves to be their best, they deliver extraordinary value for customers and results for the business.

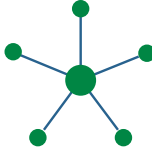
More than ever, leaders must build an environment of aligned teams that flex to support the rapid movement and speedy decision-making required for organizations to outperform competitors.

The Performance Diagnostic

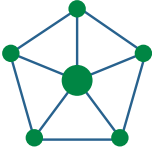
AN APPROACH TO IMPACT RESULTS

The Performance Diagnostic is Gap International’s data-driven approach for building an aligned environment focused on breakthrough performance. It is a simple and scalable process to measure and address the hidden leader and team dynamics that directly impact execution and results. It provides scientifically validated data and insights that empower leaders and teams to change the conditions that produce performance. The approach includes a digital diagnostic, feedback methods, action-planning, online workbooks, and customized analytics and insights at the enterprise level.

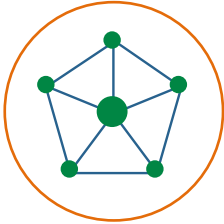
The Performance Diagnostic enables organizations to evolve continually by cultivating an environment that develops strong leaders and elicits high performance from teams. Executives gain insights to instantly and dramatically strengthen the alignment and working relationships teams have with their leader, one another, and the organization.



LEADER



TEAM



ORGANIZATION

Measures Inputs to Change Outputs

Common organizational approaches focus on generating outputs from the environment, such as productivity and profit. The intention to create an environment for breakthrough environment expands the frame to focus on specific inputs to the environment that result in extraordinary outputs. These inputs can be managed and nurtured to create a competitive advantage in any market condition.

The Performance Diagnostic measures the capacity of a team to deliver breakthrough performance through five discrete factors:

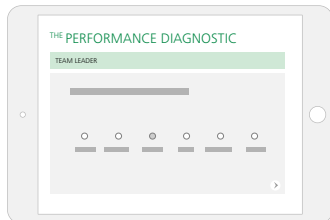
FACTORS	IMPACT ON ENVIRONMENT	IMPACT ON PERFORMANCE
Affinity	Connection and confidence	Speed and ease of execution
Ownership	Accountability and consistency	Reliability for producing extraordinary outcomes
Interdependence	Contribution and superior thinking	Quality of results
Purpose	An inspiring future	Engagement, spirit, and resilience
Risk	Freedom to communicate	Creativity and innovation

Data-Driven Approach

1

DIGITAL SURVEY

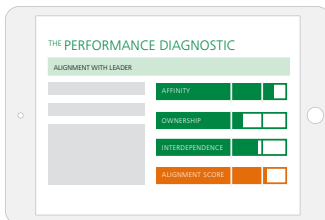
Surveys are brief, delivered digitally, and achieve industry-leading participation levels.



2

INDIVIDUAL FEEDBACK

Each individual receives private, customized feedback about their scores for each factor.



3

TEAM DATA

Dynamic leader, team, and organization views quantify underlying factors contributing to, or detracting from, performance.

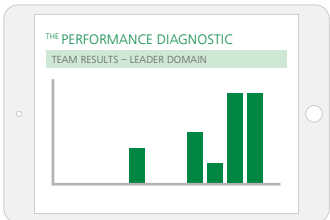




4

DEBRIEF RESULTS

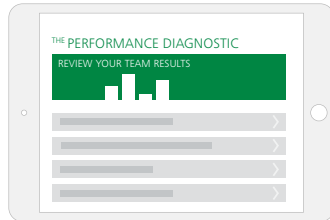
Guided by data, debriefs provide in-depth conversations to reveal and impact team dynamics.



5

ACTION PLANNING

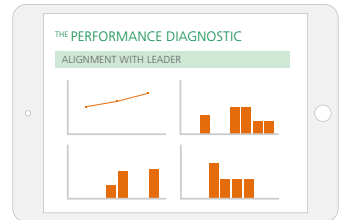
Based on insights from debriefs, action plans create specific pathways to build teams' capabilities with the factors.



6

ONGOING IMPACT

Leaders track trends and gain insights to embed an environment for breakthrough performance over time.



How It Works



Measure

How Team Dynamics are Impacting Results

Administer a simple and scalable approach in a regular six-month rhythm. Achieve industry-leading response rates.

Components

- Administration Design
- Survey Setup and Support



Diagnose

Where and How Leaders Can Intervene to Improve Performance

Analyze data to indicate missing elements in the environment. Use feedback to identify focus areas and create action plans to maximize growth and breakthrough performance.

Components

- Individual and Team Leader Results
- Enterprise-Level Analysis, where Applicable



Change

Thinking and Behaviors to Increase the Capacity to Deliver Breakthrough Outcomes Over Time

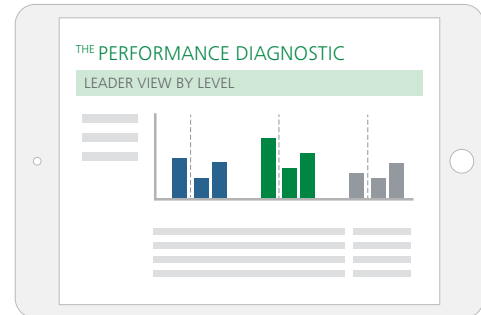
Initiate meaningful conversations based on the data to transform working dynamics.

Components

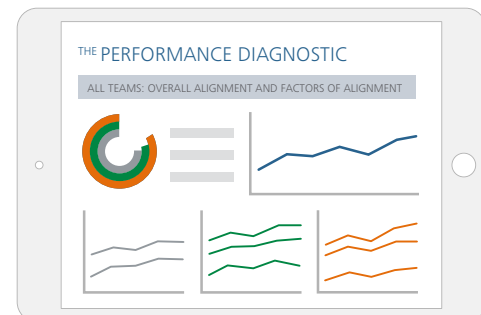
- Leader and Team Debriefs and Consulting
 - Digital Workbook and Leader Guides
 - Specialist Trainings
 - Multiple Administrations
-

Organizational Impact

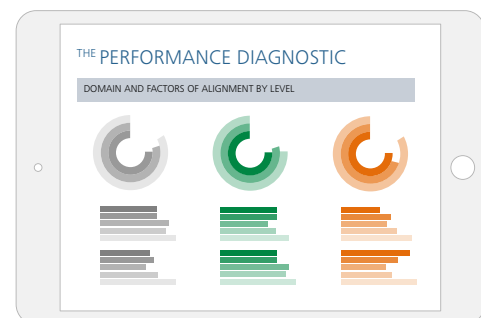
The Performance Diagnostic can be customized to impact any number of senior teams, from one executive team to 500+ teams, across an organization. Top leaders gain enterprise-wide insights and trends that they can address over time to build an environment for breakthrough performance.



Executive view of overall organization trends



View of the factors of breakthrough performance



View of alignment at various levels of the organization

Tools for Sustaining Change

LEADER DEBRIEF

The leader debrief provides an in-depth discussion to accelerate key initiatives with the team. Discussions include insights into the alignment and performance dynamics of the team. Key pathways, issues, and potential barriers to creating alignment and extraordinary performance are examined. By the end of the session, leaders will be prepared to have powerful and impactful conversations with their teams to build alignment and forward the organization's agenda beyond the debrief.

TEAM DEBRIEF

The team reviews the data and distinguishes dynamics that impact both the working environment and the delivery of the team's outcomes. Team members have candid and direct conversations that likely would not otherwise happen, creating a new level of alignment. New thinking emerges, and the team develops specific, targeted actions that build alignment and drive new levels of performance.

RESOURCE CENTER

The Resource Center is a platform that guides the leader through an in-depth study of team results. Leaders are educated on the team dynamics that impact performance, and can access a meeting agenda to review team results. To sustain change over time, an interactive workbook provides specific interventions that impact accountability and speed of execution.

Client History

Over the past 12 years, The Performance Diagnostic has been administered to:

160+

Companies

2,000+

Senior Management Teams

30,000+

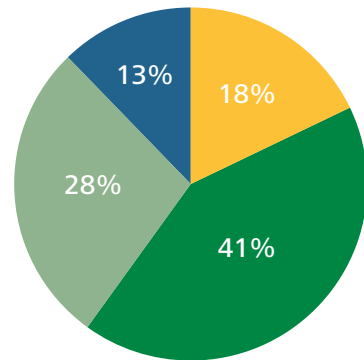
Executive Respondents

CLIENTS BY INDUSTRY

Aerospace
Automotive
Banking
Beverage
Biotechnology
Communications
Construction
Consumer Goods
Electronics
Energy and Gas
Government
Healthcare
Insurance
Manufacturing
Marketing
Medical Equipment
Non-profit
Medicine
Pharmaceutical
Retail
Semiconductors
Telecommunications
Transportation
Utilities

CLIENTS BY COMPANY SIZE (IN REVENUE)

● \$0-1B, 18%
● \$1B-5B 41%
● \$5B-20B 28%
● \$20B+ 13%



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