

highmiddlelowSM Performer Conversations

MOVING ORGANIZATIONAL PERFORMANCE

It is crucial that any organization have a method to re-recruit high performers, continue to develop middle performers and move low performers “up or out” of the organization. If not, organizations hit a wall where progress slows and they cannot achieve their full potential.

Based on work with hundreds of health care organizations, Studer Group has developed a critical management approach for moving organizational performance called highmiddlelow. This interactive video-based coaching resource featuring Quint Studer, health care visionary and successful change agent, trains your leaders to:

- Recognize, retain, and re-recruit high performers
- Recognize and develop skills for middle performers
- Confront low performers, outline specific steps for improvement and define the consequences for not following them

PRODUCT ADVANTAGES

Here's why highmiddlelow is so effective:

- It creates a consistent method for providing feedback to improve staff performance at all levels
- The systematic approach shows you how to move your organizational performance curve forward
- The video vignettes demonstrate the process in action, using real-life leaders in real-life situations
- The tools provide resources to hardwire the approach throughout your organization



highmiddlelow video vignettes demonstrate actual performer conversations with real-life health care staff members in their work environments.

A Video Series for
Improving Employee
Performance



“From a CEO’s perspective, this is a tool our organization needed. We made a 100% commitment to using highmiddlelow and our overall organizational performance, including financial results, has benefited immensely.”

Ken Buser,
Chief Executive Officer,
All Saints Healthcare

STUDERGROUP®

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highmiddlelow is a highly effective employee performance tool which includes the following components:

TWO-PART VIDEO IN VHS OR DVD FORMAT

Part One: Focus on why it is critical to have performer conversations as well as how they should be done in this learning session with Studer Group founder Quint Studer.

Part Two: View vignettes of conversations with high, middle and low performers. These actual conversations conducted by real-life leaders provide an excellent opportunity to observe a variety of scenarios, then evaluate and discuss what worked well and where improvements could be made.

FACILITATOR GUIDE

A resource that helps leaders navigate the why's and how's of the training process and understand key steps essential to implementation. It includes:

- A preparation checklist to help you plan and prepare for the session
- A draft agenda with suggested time frames and training sequence
- Sample flip charts and opening key words to use when facilitating the session
- Senior Leader Team implementation process to use when training your senior teams
- Instructions for how to communicate and report your results
- Follow-up process tools including a sample leadership team letter and a low performer status log
- Evaluation form that can be used to evaluate the training session

PARTICIPANT GUIDES

50 Participant Guides are provided to turn training into an interactive process by enabling participants to:

- Analyze conversation vignettes
- Role-play performer conversations with high, middle and low performers
- Gain insight into the assessment and implementation process
- Utilize practical tools including a Differentiating Staff Worksheet and Employee Tracking Log



The video features Quint Studer, visionary advocate for cultural change in health care organizations, as he shows how performer conversations will improve and sustain employee performance.



highmiddlelow is a proven management tool for moving organizational performance by re-recruiting high performers, developing middle performers, and moving low performers up or out of the organization. Use Studer Group's comprehensive video-based training system to teach your leaders this critical coaching and staff development technique, and to hardwire it throughout your organization.

Price: \$1,495

Studer Group partners: \$995

For more information, contact:

Fire Starter Publishing

866-354-3473

info@firestarterpublishing.com

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