



Preface & Front Matter

I'm so excited that you've made it this far! Now that you've read my Special Report, "Straight Talk on Boosting Business Performance: 12 Ways to Profit from Hidden Potential," you're about to embark on the next leg of your important journey. I want you to reap all the rewards from using this companion tool. The **Performance Opportunity Plan™ Workbook** is packed full of helpful direction finders for jumpstarting your own business "prosperity passport."

As you move forward, allow me to continue being your guide and traveling companion on what I hope is already an insightful excursion toward greater business productivity and performance. As always, feel free to share your experiences by writing to me at Adele@LearnShareProsper.com. (Keep in mind that I'll have a special gift waiting for you when you return to tell me your story!)

To your business success,

Adele Sommers, Ph.D.

Business prosperity guide, author, and instructor

www.LearnShareProsper.com

Helping people seek, explore, and realize their dreams...

Giving enterprises advantage, momentum, and value.



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Performance Opportunity Plan™ Workbook is a companion to the Special Report called **Straight Talk on Boosting Business Performance: 12 Ways to Profit from Hidden Potential.**

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Table of Contents

PREFACE & FRONT MATTER	2
PERFORMANCE OPPORTUNITY PLAN™ WORKBOOK	4
FIRST PROSPERITY KEY: MEETINGS AND DECISION MAKING	5
<i>A. Tickler questions.....</i>	<i>5</i>
<i>B. Brainstorm your own list of performance opportunities.....</i>	<i>5</i>
<i>C. Rank your brainstormed list from highest to lowest importance.....</i>	<i>6</i>
<i>D. Enter the top 3 critical issues from your rank-ordered list.....</i>	<i>6</i>
<i>E. Note any surprises or discoveries.....</i>	<i>6</i>
<i>F. Identify 3 possible interventions for each top-ranked issue</i>	<i>7</i>
SECOND PROSPERITY KEY: PRODUCTIVITY AND EFFECTIVENESS	8
<i>A. Tickler questions.....</i>	<i>8</i>
<i>B. Brainstorm your own list of performance opportunities.....</i>	<i>8</i>
<i>C. Rank your brainstormed list from highest to lowest importance.....</i>	<i>9</i>
<i>D. Enter the top 3 critical issues from your rank-ordered list.....</i>	<i>9</i>
<i>E. Note any surprises or discoveries.....</i>	<i>9</i>
<i>F. Identify 3 possible interventions for each top-ranked issue</i>	<i>10</i>
THIRD PROSPERITY KEY: PROJECT AND RISK MANAGEMENT.....	11
<i>A. Tickler questions.....</i>	<i>11</i>
<i>B. Brainstorm your own list of performance opportunities.....</i>	<i>11</i>
<i>C. Rank your brainstormed list from highest to lowest importance.....</i>	<i>12</i>
<i>D. Enter the top 3 critical issues from your rank-ordered list.....</i>	<i>12</i>
<i>E. Note any surprises or discoveries.....</i>	<i>12</i>
<i>F. Identify 3 possible interventions for each top-ranked issue</i>	<i>13</i>
FOURTH PROSPERITY KEY: PRODUCT AND SERVICE VALUE	14
<i>A. Tickler questions.....</i>	<i>14</i>
<i>B. Brainstorm your own list of performance opportunities.....</i>	<i>14</i>
<i>C. Rank your brainstormed list from highest to lowest importance.....</i>	<i>15</i>
<i>D. Enter the top 3 critical issues from your rank-ordered list.....</i>	<i>15</i>
<i>E. Note any surprises or discoveries.....</i>	<i>15</i>
<i>F. Identify 3 possible interventions for each top-ranked issue</i>	<i>16</i>
COMPLETED PERFORMANCE OPPORTUNITY PLAN	17
PART 1: MEETINGS AND DECISION MAKING	18
PART 2: PRODUCTIVITY AND EFFECTIVENESS.....	19
PART 3: PROJECT AND RISK MANAGEMENT	20
PART 4: PRODUCT AND SERVICE VALUE	21
TIPS FOR REMOVING "BURNING HASSLES".....	22
NOTES.....	23
ABOUT THE AUTHOR.....	24



Performance Opportunity Plan Workbook

A Companion to the Special Report

“Straight Talk on Boosting Business Performance:
12 Ways to Profit from Hidden Potential”

Congratulations! You are on your way to creating your own *Performance Opportunity Plan™*! This fill-in-the-blanks Workbook will help you jumpstart your blueprint for reenergizing your productivity, increasing morale, taming your projects, cultivating customer loyalty, or doing whatever matters most.

The Workbook is divided into **four sections** relating to the **four prosperity keys** of my Special Report: 1) Meetings and Decision Making, 2) Productivity and Effectiveness, 3) Project and Risk Management, and lastly, 4) Product and Service Value. You can work with all four sections or select those that apply most directly to your needs. Please note that:

- ❖ If you're using Adobe® Reader®, you can **temporarily input and print** your plan, but you won't be able to save it or update it. As an alternative, from Adobe Reader, you can **copy** the text from the Workbook and then **paste** it into a word processing program, such as Microsoft® Word.
- ❖ If you're using the full version of Adobe® Acrobat®, you can **input, print, save, and update** your plan. (You may want to copy this template first.)

Overview. You'll be doing the following in each section of the Workbook:

- ❖ **Brainstorming a list of performance opportunities.** These might consist of goals or “hassles” affecting people, offerings, or customers.
- ❖ **Ranking your top three critical issues** in each list of opportunities. These are the issues of greatest urgency or value to your enterprise.
- ❖ **Identifying three possible interventions** (such as research, actions, explanations, discussions, instruction, policy changes, and so forth) for each top-ranked opportunity. These will become the basis for your plan.

At the end of the Workbook, your top-ranked issues and the intervention ideas will be collected into a completed plan. I encourage you to use this tool as many times as you like and to update it periodically with new issues.



FIRST PROSPERITY KEY: MEETINGS AND DECISION MAKING

Directions: Review the tickler questions derived from the Special Report. Next, brainstorm a list of performance opportunities related to meetings and decision-making. Then follow the instructions for each subsequent step.

A. Tickler questions

- 1. Are your meetings structured and well run?** For example, do the attendees receive agendas in advance? Are agendas followed during meetings? Do meetings start and end on time? Are they documented?
- 2. Do people reach satisfying outcomes in meetings?** Do the participants use effective brainstorming and problem-solving tools?
- 3. Do attendees record and act on their decisions and plans?** Are actionees accountable for their assignments?
- 4. Are meetings conducted on a "level playing field"?** Is everyone encouraged to speak up regardless of position or status?

B. Brainstorm your own list of performance opportunities

These might be goals or "hassles" affecting people, offerings, or customers.



About the Author



Adele Sommers, Ph.D. helps people “discover and recover” the hidden profits their businesses may be forfeiting every day because of *missed performance opportunities*.

To help people do this, Adele offers an easy-to-use collection of productivity-enhancing and prosperity-boosting products and resources. She also provides FREE articles, reports, and an e-mail course — all at www.LearnShareProsper.com.

Adele’s newsletter offers informative tips and ideas for people who *think* like entrepreneurs, even if they don’t actually run a company. It explains how to use simple, highly effective techniques to increase morale and productivity, multiply customer satisfaction, and strengthen profitability. All of the “how-to” resources available on Adele’s Web site help people positively influence the success of their businesses, regardless of their roles in the organization.

Adele’s credentials include:

- ❖ Award-winning instructional designer who has spent the last two decades helping small firms to large aerospace companies enhance productivity in the areas of instruction, project and process management, performance support, information design, usability, quality assurance, and leadership.
- ❖ Doctorate in Education with a focus on Performance Technology; Master of Arts in Management; Bachelor of Arts in Social Psychology; Certificate in Human Performance.
- ❖ President of the five-time award-winning San Luis Obispo, California chapter of the Society for Technical Communication (STC) 2002–06.
- ❖ Published author on performance improvement topics, including in the *PI Journal* of the International Society for Performance Improvement (ISPI).
- ❖ Over 10 years with GM-Hughes Corporation, earning multiple awards for excellence in leading projects and guiding process improvement teams.
- ❖ College instructor specializing in project planning and systems thinking.

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