

Invitation from San Francisco ASQ August 23, 2023 Virtual Meeting

DATE:

Wednesday,
August 23, 2023

This is a virtual/online
(WebEx) meeting. Log-in
information will be provided
on the registration
confirmation email.

Time: 6:00 pm to 7:00 pm PDT

Cost: Free for ASQ members
and non-members

To register for this WebEx
meeting, click [here](#).

Attendance at this meeting earns
0.5 RUs toward ASQ recertification.

For more information about the
San Francisco ASQ section, click
[here](#).

For more about our Columbia Basin
ASQ section and other upcoming
events, visit our [myASQ
Community](#) or www.asq614.org/

Identifying & Solving Performance Gaps: Where to Start?



Jeff Griffiths

Co-Founder & Managing Director, WorkForce Strategies Int'l Inc.

It's generally accepted these days that organizational performance is the result of the interplay between human capital (people), business processes, and technology. But when things aren't working the way they should, where do you intervene? A lot of time and money can be spent chasing performance gaps.

WorkForce Strategies International (WFSI) is a Canadian-based management consulting firm focused on helping clients generate higher performance through competency-based talent management strategy and implementation.

This session, based on the collective experience of WFSI team across a range of environments (including the military, advanced manufacturing, process industries, and natural resources), will introduce attendees to a set of "Rules of Thumb" heuristics to quickly zero in on the most probable cause of a performance issue and then lead to the "best next step" to solving it.

Takeaways will include:

- Why performance isn't where it should be – three factors
- Is it technology? Process? Skills? Or some combination?
- How to apply the heuristics in typical cases

About the speaker: Jeff Griffiths is a leading practitioner in the field of competency-based approaches to driving organizational performance. He has written extensively on competency and skills and how organizations can identify, articulate, acquire, nurture, and develop them for the benefit of all. Jeff's competency journey includes experience in the military, private sector, and as an independent consultant. He earned his Certified Management Consultant designation in 2001 and was named a Fellow of the Institute of Certified Management Consultants of Alberta in 2014 in recognition for his service to the profession. Jeff is a Senior Fellow at the Canada West Foundation, where he has co-authored several research papers related to improving human capital policies and practices. He also serves on the workforce forum for the Dallas-based North American Strategy for Competitiveness.