DRIVING CAPABILITY

York-based consultancy h2h hold flagship customer conference – Driving Capability Through Chaos



Business leaders gathered last month at the h2h People Performance Summit to explore organisational resilience and capability in an unpredictable world.

h2h hosted 24 leaders from 14 STEM organisations at the National Railway Museum York for collaboration, discussion and practical problem-solving. Under the theme of Driving Capability Through Chaos: Building Resilient Organisations for Unpredictable Times, the summit focused on strategic workforce planning, first-line leader development, change culture and leadership empowerment.

Leaders were encouraged to bring a colleague with leadership potential, creating a real mix of experience and perspectives. The live clinic was a real highlight, with delegates working alongside consultants and peers to tackle operational challenges and discuss practical ideas to take back to their organisations.

Susan Binnersley, managing director, h2h Ltd said: 'Our h2h summit, brought together guests, consultants and the h2h team for a stimulating day of fascinating conversations, fresh insights and personalised learning in an inspiring setting.'

Guest speaker Dr Peter Spayne, author of How to Trust a Killer Robot, hosted a session on AI in business, exploring how organisations can use technologies to drive capability whilst maintaining accountability and trust.

Participants were impressed with the format, calibre of speakers and the insightful content from the consultancy saying – 'Fantastic to meet and share ideas with other companies in a relaxed atmosphere.'

Delegates left the summit with new connections, ideas and practical strategies to help their organisations thrive in a changing world.

Find out more at hello@h2h.uk.com.

IS IT UNDERPERFORMANCE OR ARE WE UNDER-MANAGING?

TAB York on whether you're seeing the whole picture

When someone in your team isn't performing, where does your mind go first?

Is it their attitude, their ability, their commitment or simply the fact that they aren't doing the job you expected them to do?

It is easy, particularly when you are frustrated, to decide that the problem sits with the employee. Sometimes it does. However before we get there, I think we need to be prepared to ask ourselves a slightly more uncomfortable question: are we managing them effectively?

Have we been genuinely clear about what we expect, or have we assumed they should know? Have we explained what 'good' looks like? If deadlines keep being missed, have we agreed exactly what needs to be delivered and by when, or are we constantly changing priorities and then becoming frustrated when they don't keep up?

If we complain that someone doesn't take ownership, have we given them the authority to make decisions, or do we regularly step in, change their approach and then wonder why they stop taking responsibility?

And when someone is struggling, are we giving them timely, useful feedback that helps them improve, or are we allowing frustrations to build until we finally tell them they are underperforming?

Holding people accountable is an important part of good management, but accountability works both ways. We need to set clear expectations, communicate consistently, provide the right support and then address performance when the standard isn't met.

This is where having other business owners around you can be invaluable. It is easy to see a situation only from your own perspective. Having people who will challenge your thinking and ask the questions you might not want to ask yourself can make you look at the situation differently.

Sometimes the employee needs to stop up. Sometimes the manager does. The important thing is being honest enough to know which one it is.



Contact TAB York now.
ElliotRich. Mob:07730531343.
erich@thealternativeboard.co.uk
NatalieRich. Mob:07779021957.
nrich@thealternativeboard.co.uk
thealternativeboard.co.uk/york