

PuMP® Mind Map Exercise for KPI Engagement

Many of your colleagues and managers and decision makers usually feel cynical about performance measurement (due to their exhausted or failed past experiences). This means that often you need to reinvigorate the buy-in and support from them before you can get the training or systems or resources you know you need, to lead your organisation or company or team to properly measure and improve performance.

This is a process I have used successfully many times, to warm up Executive Teams and operational teams alike, to the use of PuMP® as a fresh and exciting approach to finally measure what matters.

who your Executive Team or operational team

how long Between 30 minutes to 1 hour

where a meeting room with a whiteboard

process

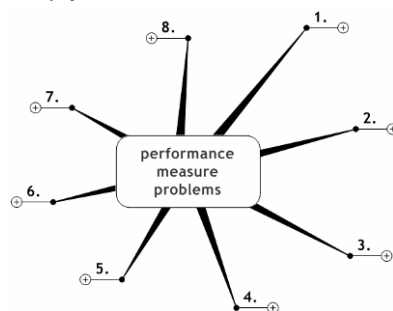
what

1. Explain the purpose of meeting with your team.

- To explore a way to develop meaningful performance measures, that solves a lot of the problems we've had in the past.
- You may have your own reasons and purpose – whatever you know is relevant to your organisation or team.

2. Discuss and collate problems with performance measurement.

- Draw the centre of your PuMP mind map, along with 8 branches simply numbered 1 to 8:



The numbers 1 to 7 correspond to the 7 phases of PuMP (select, collect, store, analyse, present, interpret and apply) and the number 8 corresponds to people related issues. Don't reveal what the numbers mean yet. Just keep a mental track of them so you know

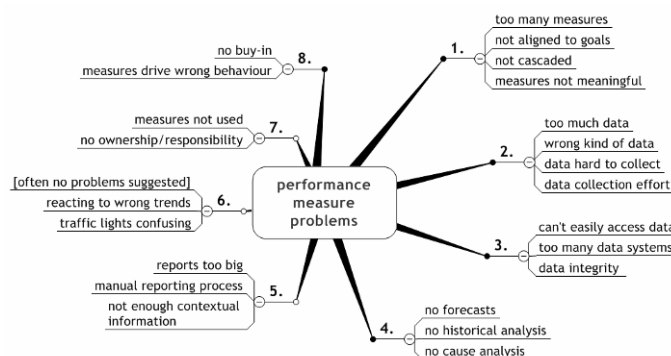
time

5 mins

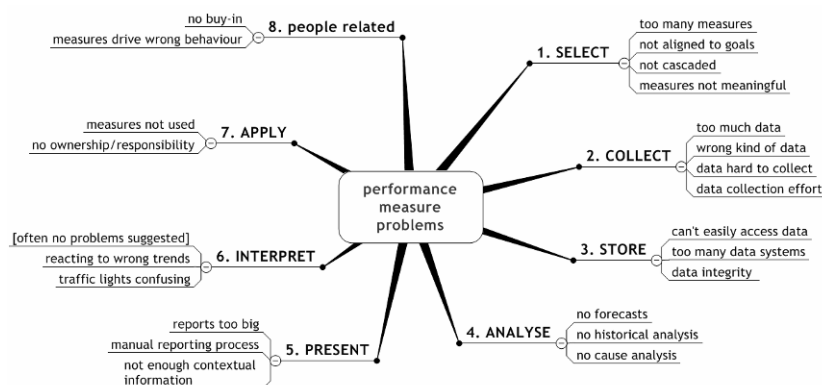
20 mins

where to put people's comments.

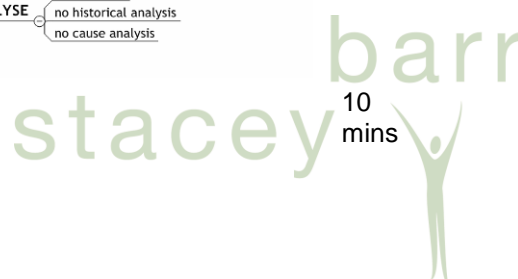
- Ask everyone to share the problems/pain/issues/challenges they are aware of to do with performance measurement – that are being experienced already, or that they are concerned could happen in the future. Some prompting questions might be:
 - “What frustrates you about measuring performance?”
 - “What challenges are you experiencing with measuring performance?”
 - “Why do people avoid performance measurement activities?”
 - “Why aren't we getting great value from our performance measures?”
- As each person shares a problem, write it on the mindmap at the number that it most relates to:



- After capturing all the comments (when the ideas run slower), ask if anyone is curious what the numbers mean, or just reveal what the numbers mean:



3. Debrief the discussion.



- Discuss PuMP, its 7 phases and what they mean.
- You may like to also explain some of the techniques each phase includes and how those techniques are designed to prevent or overcome the problems that everyone suggested.
- Explain that the people related issues are managed through each of the 7 phases. PuMP has become notorious for the amount of buy-in it creates to measurement from even the most cynical of people.
- Explain how the PuMP Performance Measure Blueprint (the series of 8 specific implementation steps that form the basis of any good performance measurement process or project) addresses the majority of the problems in structured and engaging discussions, supported by easy and practical templates.
- Ask for feedback and comments.
- Ask or suggest where would be a good place to pilot test this approach. And ask how they would be convinced of success to determine if PuMP is the way to go for the rest of your organisation.

about the author



Stacey Barr is the Performance Measure Specialist, helping strategic planners, business analysts, improvement officers and performance measurement officers confidently facilitate their organisation to create and use meaningful performance measures with lots of buy-in.

Sign up for Stacey's free email tips at www.staceybarr.com/202tips.html and receive a **complimentary copy of her renowned e-book** "202 Tips for Performance Measurement".

