

Project / activity:	Programme Performance
Document:	Strategic KPIs
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1 KPI progress update: My Team

Business case benefit	Linked Be Heard survey category	KPI	Outcomes
<p>a) [Develop] a culture that is based on teamwork and collaboration, openness and transparency, learning, innovation and appropriate risk taking, combined with respect for customers and for each other ... over the next three to four years.</p> <p>b) ... Deliver well aligned, high performing teams with a well-defined purpose setting a clear direction for the organisation.</p>	<p>My Team: ... creating and sustaining a productive and positive work environment</p>	<p>Sustained improvement across the category</p>	<p>Quantitative:</p> <ul style="list-style-type: none"> - Comparable scores from future Be Heard surveys – both periodic and pulse <p>Qualitative:</p> <ul style="list-style-type: none"> - Post workshop pulse surveys - Liaison with executive sponsors participants - Departmental focus groups

2 KPI progress update: Leadership

Business case benefit	Linked Be Heard survey category	KPI	Outcomes
<p>c) [Deliver] a senior leadership cadre that is aligned, understand and displays the new leadership qualities and Jersey standard and hold others accountable for performance.</p>	<p>Leadership: The leadership culture sets the tone for either good or poor levels of wellbeing. Leadership needs to drive forward change whilst creating a balance between work & personal life.</p>	<p>Sustained improvement across the category</p>	<p>Quantitative:</p> <ul style="list-style-type: none"> - Comparable scores from future Be Heard surveys – both periodic and pulse <p>Qualitative:</p> <ul style="list-style-type: none"> - Post workshop pulse surveys - Liaison with executive sponsors participants - Departmental focus groups

3 KPI progress update: My Manager

Business case benefit	Linked Be Heard survey category	KPI	Outcomes
	<p>My Manager:</p> <p>Sell the direction and vision of the organisation, a great manager will also take an interest in the personal growth of their people and in turn this will result in them taking a greater interest in what their manager is trying to achieve.</p>	<p>Sustained improvement across the category</p>	<p>Quantitative:</p> <ul style="list-style-type: none"> - Comparable scores from future Be Heard surveys – both periodic and pulse <p>Qualitative:</p> <ul style="list-style-type: none"> - Post workshop pulse surveys - Liaison with executive sponsors participants - Departmental focus groups

4 KPI progress update: Well Being

Business case benefit	Linked Be Heard survey category	KPI	Outcomes
d) [Deliver] improved change management, resilience and wellbeing ...	<p>Well Being:</p> <p>The balance between work and home life is vitally important to creating a productive and positive workplace.</p>	Sustained improvement across the category	<p>Quantitative:</p> <ul style="list-style-type: none"> - Comparable scores from future Be Heard surveys – both periodic and pulse <p>Qualitative:</p> <ul style="list-style-type: none"> - Post workshop pulse surveys - Liaison with executive sponsors participants - Departmental focus groups.