【ISPI 2023專業取經】
從ISPI觀察疫後績效改善的核心議題

育碁 林以正 顧問

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Topic 1: 面對不確定與改變

台灣保險況在人的保障面前，各種型態與設計論文，從現場看要如何在其中找到一個聚焦的概念，既經到地方「如何產生有效的改變」，在無疫情狀態需要經歷三波，大家都體會到不論如何的複雜經也可以同樣，而不管是組織已經到的時機，是是未來不確定的事實，從此改變，相信市場會所在發的時代，都是會組成應對這？

Boarlness

BANI

- What is BANI? It includes four illusions:
  - Bridaking Bottle means letting go this first illusion, the illusion of Strength.
  - Anxiety. People have never been in control ; the ine...

The change bully

- Active vs. Passive bully
  - passive ones is harder to spot in advance and hard to provide evidence
- Where bully comes from
  - issue of control, internal and

The Relationships Among Sustainable Work Environments, Human Agency, Openness to Change, and Innovative Work Behavior

- future leader
  - openness towards chagen
  - innovative behaviors
  - individual or organizational responsibility?
- Human Agency
- openness to change

ISPI keynote: Readiness with familiarity

- Readiness
  - we practice a lot, but "the heat at the moment" determines the whole process.
- What we all do is the giving
  - why and how to be a improvement performer

Topic 2: Regarding trust, connection, & coaching

- Organizational trust
- building trust
- coaching and coaching leadership
- 這次活動聚焦一點是少一點點聚不的同的理解是這邊內容組合（Guest）－關係（Connection）－信任（trust）－以及其間連帶關係的重要－

Transforming Your Virtual Game: Tools & Techniques to Elevate how Teams Interact

- Challenges with virtual team meetings
  - distraction
  - lack of cues
- change management theory
- Reflection: we try to mimic what we do when in-person and migrate these principles to the virtual environment, but since the nature of the virtual environment is different, is this "assumption" still hold?
- setting the stage

Connection Challenges

- Clients are under a lot of pressure
  - 經理說現在「不好好試驗」，所以的門為－也許在企業裡的……
  - 所以，讓唯一關鍵engagement是重要的
    - 課題engaging: trust, cooperative learning, reciprocal openness,

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The Dependence of Human Performance on Connectedness

- loneliness
  - 87% reported themselves as lonely
  - 37% say ther never feel lonely
- connectedness
  - social connected, interconnected, share

Performance and Kindness

- Kindness catalog
  - the kindest state: Kentucky
  - the most kindness state: Rhodd Island
  - American: 和睦
- Why kindness matter?
  - because those we lead deserve
    - All people are stressed

Catch them doing things right

- Negativity bias toward all kinds of things
  - Bad is stronger than good
  - What is feedback?
    - gap feedback-desire-actual
    - cavity get to the desired goal
    - even harmful to relationships
  - how could feedbacks achieve these effects?

Topic 3：技術精進與工具改良

- coaching certification

Certified Performance Facilitator: Collaborative improvement

- Some key concepts
  - collaboration
  - systematic
  - Performance: doing worthy works

Focus more on bottom up processes

New performance lens Aim for future Capacity

最新最新的視角，我們可以

Thinks again & cognitive diversity

Improving Peformance with Cognitive Agility with Peter Baverso and Zikiria Chaubary (Hosted by Bill Yeager)

Cutity

cognitive diversity

Cognitive agility

More methodology

more evidence based

6 Boxes

- 每個人都了解付費心理學認為思考中，我們每為考慮各種情境產生的行為，例如：組織的異質，資源的匱乏，因認知偏誤而沒有把理想行為的表現，而不同的行為表現與偏誤出不同的結果，提問和實驗偏誤的表現如何與自己的計劃達。
- 但是安更多人，我國家認為的小的行為表現到達的結果，例如：就是無知，說門禁是最好的表現是因認。

More solid view on Frameworks

accurately identify behaviors

Performance Thinking®: Human Performance Technology for the Rest

- simplicity
  - 我們都說了為的呀，每種產編模式，但是現們告訴要的之間的結合，但人可以自行的理的，例等的是「簡單原則」(simplicity)
- 簡化是：
  - analyze and improve performance
  - communicate across silos and levels
  - build communities of shared practice

Goodbye Job Description, Hello Performance Profile

- Change from "behavior" to focusing on "performance focused"
- 重在：行為和結果 (work outputs)
- how to create a performance profile (sequentially from the first to the last)
  - identify business results
  - identify outputs
  - define the performance
  - identify influences
  - create the performance profile

Evaluation methods

people are the leverage point for the performance

- 對目前的績效方法，大家都覺得不太滿意；且有時我們的績效的學習的方法
- 這中一個解經是：
  - Learner 他想自己做出特徵一個解明表示「有用」？
  - 隨機發放某個一個好的結果（necessary but not sufficient）

Topic 4：文化與反省

Chinese

When West meets East

- 在二種可能的問題
  - Performance：解決績效問題
  - Quality：改進效能等
  - Business opportunity：創業等
- 可能它在：表現上出現差和使可用
  - 在高興：70-80-90
  - 在中間，產生的問題business opportunity

Caribbean

Examining performance consulting in emerging economies: Where have we been, and where are we going?

- 在現況國文化：
  - 文化：與國有關法國性
  - 文化：與國度不能改改變的
  -

fighting the unconscious

Critical Ignoring & Active Reflection to Improve Performance

- conscious and unconscious decisions impact our approaches to risk and to work.
- we make choices and to a great extent these choices are influenced by sub-conscious cognitions
- some issues
  - what defines you?
    - 開發團隊只思考發現現現自己除了自信的只是更從自己
    - 這個這種有計畫提供材料
    - 你解決種種問題是如何選來你要的自己嗎？
    - 時間自己只是用要給標準來定義自己，我自己要那麼