

The Diamius Leadership Academy Presents:



WHITEPAPER

Confidential Document



"Quantum Results Through The Center Path"

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Optimizing team performance and individual accountability requires a clear organizational approach to goal setting, performance expectations and results tracking. Performance Benchmarking is about orienting team members to the daily and long-term commitment and accountability practices needed to optimize both theirs and the entire company’s output. *Diamius* will implement benchmarking practices and methods that encourage clear goal-setting, achievement, team motivation and support towards producing exponential results. There are two forms of Performance Benchmarking, they are **Industry Metrics and Internal Metrics**.

Industry Metrics are about comparing one's own business processes, practices and performance levels with those from best performing companies from other industries. Metrics pertain to quality, efficiency, time-to-market, attrition, bench strength and ROI. Management identifies the best firms in their industry, or in another industry where similar processes exist, and compares the results and processes of those studied to one's own. In this way they learn how well competitors perform and more importantly, the business processes and practices that explain why these firms are successful.

Internal Metrics are about establishing performance expectations from within the ranks of one’s own company. Performance criteria is typically ascertained from the statistics of top producers and the input of the vary staff members who will be measured with the benchmarking in the future. (This is vital in terms of gaining “buy-in” and ownership of the entire team aspiring to meet and exceed their own expectations.) The following are some of the tools *Diamius* implements for these consulting services:

- 360 Degree Development Feedback** 360 degree feedback comes from members of an employee's immediate work circle. Most often it includes direct feedback from an employee's subordinates, peers (colleagues), and supervisor(s), as well as a self-evaluation. The results are often used by the person receiving the feedback to plan and map specific paths in their development. Results are also used by some organizations in making administrative decisions related to pay and promotions.
- Periodic Performance Reviews** The data from this review comes from the employee and their direct supervisor or manager. Unlike the development feedback tool, the results of this assessment are used in making administrative decisions related to pay and promotions. These reviews should never be administered in conjunction with development feedback tools as they are at counter purposes to one another.
- Employee Satisfaction Surveys** This tool is exactly what its title suggests, a survey measuring how satisfied, happy and cared for the employees of a company feel about their place of employment. The value in this type of tool is in accessing important engagement trends, the health and well-being of teams and the emotional loyalty employees have to their employer. While the tool is not designed to “improve happiness” its function is to engage workers in a process of verbalizing and making known their attitudes and expectations.
- Workflow Assessment Studies** These studies yield critical information about the actual systems and procedures and their effectiveness in an office environment. The employees completing these tasks are valuable resources in providing an in-depth view of operations, as they are closest to the work being completed. They provide a thorough cost analysis to obtain an accurate basis to compare financial ramifications. Assessments focus on qualitative aspects of the services including systems and procedures, workflow layout, as well as end user perceptions and needs.

Company Statement

Diamius Multinational is a highly-respected leadership and business development firm based in Los Angeles, California. Our company is composed of a team of professionals who hold academic degrees in business management, organizational development, marketing and promotions, finances and legal. In addition to our academic achievements, our team possesses many years of real-time experience working in a wide range of industry genres, including technology, finance and banking, medical and science, legal, manufacturing, engineering and retail. Our leadership experts are award-winning designers and implementers who have worked with many Fortune 100 enterprise-level workforces totaling more than 50,000 executives, managers and contributors.

Relevant Experience

For program and services interventions to be maximally effective their designers and deliverers must have a thorough understanding of the competitive factors existing both inside and outside the client’s scope of engagement. They must have a grasp of the chain-of-command, channels of accountability dynamics existing between diverse divisions as well as the health of client-facing engagements. Here are some of the specific business areas we have designed and successfully implemented programs for over the past two decades.

- Start-Ups, New Business Ventures, Entrepreneurial Leaders
- Sales Channels, Consulting Groups, Marketing Divisions
- Field Organizations, National & International Enterprises
- Manufacturing, R & D, Technical Labs, Call Centers
- Administration, Finance, Quality Control, Order Fulfillment
- Executive Staff, Divisional & District Management Staff
- Individual Contributors, Account Reps and Sales Teams

Client Referral List

Here is a partial list of our Fortune 100 corporate clients. Referral contacts from these companies are available upon request.

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| <ul style="list-style-type: none"> • Agilent Technologies • AT&T Corporation • Frank Russell Company • Hewlett-Packard Company • Intel Corporation • Intuit, Inc. • Microsoft Corporation • Monarch Health Systems | <ul style="list-style-type: none"> • Pacific Telesis • Pacific Bell • Proctor and Gamble • Prudential Insurance • Sutter Health Systems • Tektronix, Inc. • Yahoo, Inc. • XTC, Extreme Tech Challenge |
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Contact Information

Val Jon Farris
Chief Executive Officer

Email: valjonfarris@gmail.com
Website – www.diamius.com

