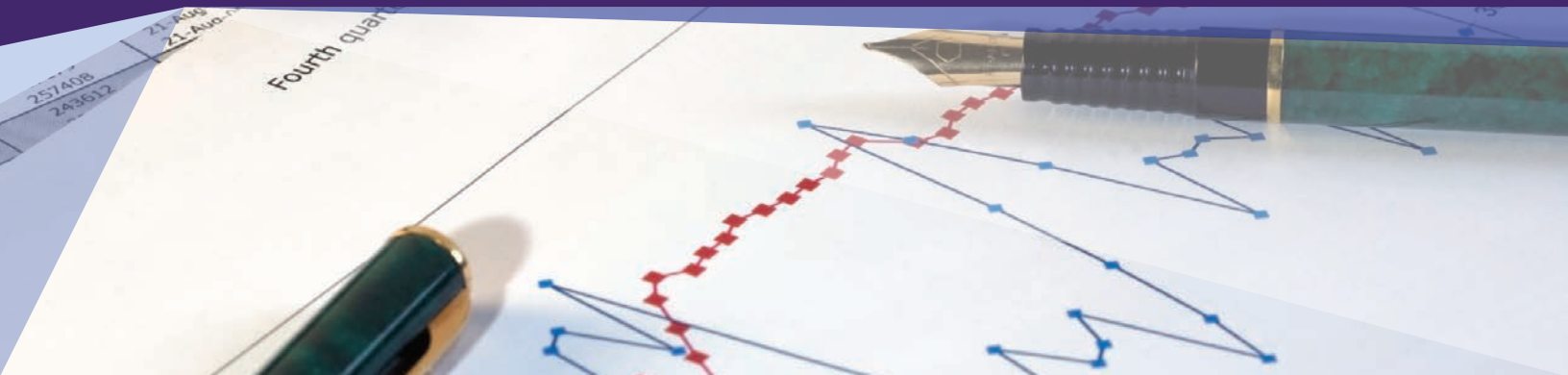


BEHAVIORAL PERFORMANCE PLUS



Improved service, reduced costs, and enhanced performance are among the goals of all organizations. Traditional approaches have focused on investments in strategic planning, engineering, and work process solutions. To maximize the effectiveness of such solutions and produce sustainable results, another step is required. Solutions must be integrated and focused on optimal worker performance. Marsh Risk Consulting's (MRC) Behavioral Performance Plus (BPP) process provides managers and supervisors with the skills and tools required to develop business improvement strategies by identifying and measuring critical behaviors that affect performance at all levels in the organization. Implementation of these measurement-based performance strategies can help organizations to meet their workforce, management, and corporate objectives and sustain improvements over time.

IS YOUR ORGANIZATION READY FOR THE NEXT STEP?

Ask yourself the following questions:

- Is your company satisfied with its current level of business performance?
- Does your company have a positive organizational culture that aligns effort toward common goals?
- Do employees at all levels of your organization understand how their day-to-day actions impact organizational performance?
- Does your company have a clear plan and proven process to take the next step toward continuous and lasting improvements in business performance?

Who it's for

Any organization that:

- wants to improve and sustain performance with respect to key performance indicators
- believes that managing specific behaviors is critical to improvement
- wants to align the objectives of the corporation, managers, supervisors, and front-line workers with measurable links

What you get

- Behavior management skills to produce lasting improvement in business outcomes and individual performance
- A method and tools for measuring business results and the behaviors that support them
- A systematic, data-oriented approach to providing daily indicators of performance in relation to goals

HOW MRC CAN HELP

BPP complements traditional performance management approaches by linking business results and the critical behaviors that support them. It is a proven, systematic approach that identifies and aligns corporate strategy, site objectives, department results, and critical behaviors important for success. It introduces changes that support the critical behaviors, provides a proactive measurement system, and incorporates program monitoring to ensure ongoing effectiveness. It equips supervisors with the skills to influence the behavior of others, measure the effects, and sustain improvements.

MRC's BPP process implementation has the following components:

Assessment—During this initial phase, MRC consultants focus on information gathering, readiness evaluation, planning, process design, and identification of critical paths for success.

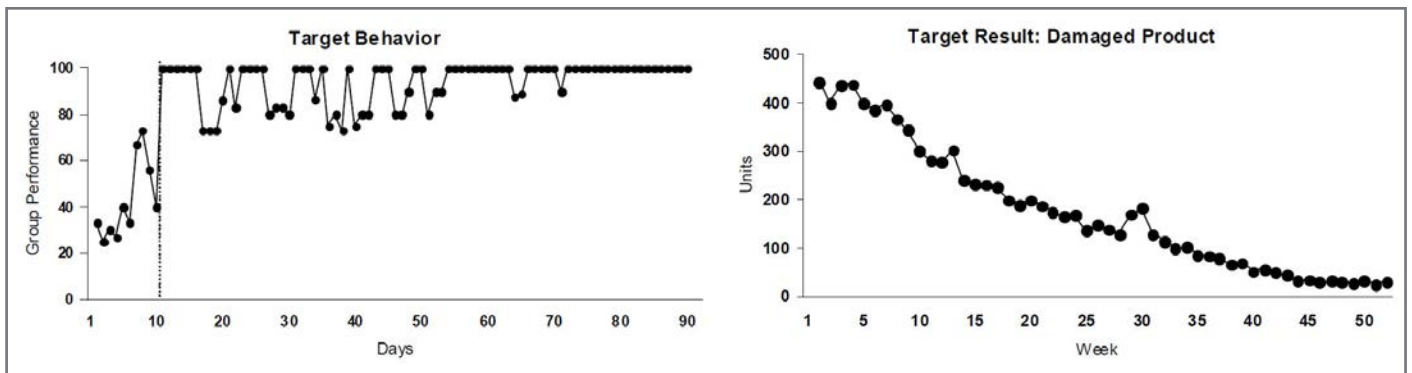
Training—Supervisors are trained by MRC to understand behavioral approaches to performance improvement and to manage the observation and measurement system. Managers learn basic principles of behavior and are trained to provide the support necessary to sustain the initiative. All other employees affected by the BPP process receive general overviews to understand their role in the process.

Implementation Support and Follow-up Consulting—MRC consultants ensure that critical features of the process are preserved and address potential obstacles to success.

BPP GETS RESULTS

The BPP process provides a positive approach to increasing the frequency of targeted behaviors that supports lasting change in business outcomes. The graphs below illustrate the relation between behavior change and results that can be obtained.

MEASURABLE CHANGES IN BEHAVIOR PRODUCE . . . MEASURABLE IMPROVEMENTS IN RESULTS.



For more information on these and other solutions from Marsh Risk Consulting, visit www.marshriskconsulting.com, or contact your local MRC or Marsh representative.

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

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