



February 14, 2012

Tuesday

4:00 pm (Pacific)

7:00 pm (Eastern)

## ***The Visual Workplace*** ***Gwendolyn Galsworth/Host***

[www.voiceamerica.com/show/1974/the-visual-workplace](http://www.voiceamerica.com/show/1974/the-visual-workplace)

### **Visual Metrics: Measures That Drive (Doorway 4/Part A)**

Do your performance measures monitor? Or do they drive? If you are in hot pursuit of operational excellence, your answer tells us lots about your success. In this show, Gwendolyn Galsworth (your host and visual expert) opens and defines the fourth doorway in her 10-Doorway Visual Workplace model: “Visual Leadership,” with visual metrics as its first crucial step.

*Visual Metrics* are a category of measurement function that speaks in the voice of the user, names performance in concrete, local terms, illuminates cause, and then drives us down the causal chain. Drives us where? To highly-improved, sustainable performance.

Yes, we also need metrics that monitor (KPIs), usually because our boss requires them. Too often, however, we make the mistake of thinking that making measures visible (tacking them on bulletin boards) has the power to create improvement. It does not. Tune in and learn what visual metrics are, how they get developed (I-driven), and how to use them to drive excellence.

***A Free Podcast of this show is available 36 hours after it airs.***

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