7 pitfalls to avoid in performance management initiatives - Session 2

KPIs and an effective performance management program can provide timely insight into business performance enabling problems to be avoided and opportunities to be captured. A badly structured KPI program creates wasteful overhead generating unreliable and misunderstood numbers that are of marginal use for decision making. Make sure you understand the pitfalls in performance management initiatives to keep your program on track. Listen to Andrew Nelson- Global Practice Leader for Enterprise Collaboration.