

High Performance Management Training Program

Course Outline



Session 1:

Insights into Communicating

The ability to **interact effectively** with people is the key to peak performance. People are unique and must be managed, motivated, communicated with and supported to capitalize on their strengths. With this session you will gain:

- knowledge of your personal strengths through an Insights Assessment report (the best behavioural assessment instrument in use today), and
 - knowledge of self and others, resulting in increased understanding, effectiveness and productivity.
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Session 2:

Keys to Effective Delegation

Delegation enables you to expand your work from what you can do to what you can control or manage, and enables you to increase the quality and quantity of your results. You will:

- document Key Result Areas and Performance Standards, and
 - learn how best to delegate and supervise.
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Session 3:

High Impact Time & Priority Management

It is possible for you to **gain two productive hours** each working day, or even double your output and your productivity, by using the ideas from this session. You will learn:

- what activities will lead to your success
 - what things are currently wasting your time, and
 - how to set priorities and overcome procrastination.
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Session 4:

Results Focused Meetings

Meetings are “**Management in action,**” a major opportunity to display managerial competence (or lack thereof), to develop communication skills, to influence others, and to advance the goals of the organization. You will learn:

- how to conduct meetings effectively and get the results you want, and
 - how to contribute effectively to meetings in which you participate.
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Session 5:
Stimulating Employee Motivation

The greatest untapped natural resource and the most expensive in any organization is its people. Motivating people to make their full contribution to the organization is the fastest way managers can **multiply** their **effectiveness**. You will learn:

- how to create a climate that promotes high self-esteem, and
- how to utilize that climate to increase productivity.

Session 6:
Managing Human Resources

Everyone agrees that there is a high cost to the wrong hiring decision. You will enhance your knowledge and strengthen your understanding about:

- hiring the best people, retaining Talent, and
- letting go!

Session 7:
Creative Problem Solving

Creative-thinking skills are **vital to your success**. The average manager spends 50% of their time solving problems. You will be able to:

- more effectively find solutions to the problems facing your unit, and
- put a plan in place to have a continuing source of new ideas.

Session 8:
Keys to Influence & Persuasion

Influence is a critical leadership skill in today's business environment. You can no longer be successful ordering things to get done and the problems we face in the workplace are no longer so simple that everyone agrees on the solution. You will:

- explore 10 influencing skills, and
- learn and apply the Influence Model.

Session 9:
Achieving Personal Excellence

Everything you do on a day-to-day basis, every decision you make, every action you fail to take accumulates and materializes in your success, or lack thereof. You will learn:

- the "winning edge" concept, and
- how to put a plan in place to achieve your **personal career-path goals**.

Session 10:
Foundations of Leadership

Leadership is the ability to **elicit extraordinary performance** from ordinary people and the "ability to get followers." You will learn:

- what qualities & characteristics you need to develop, and
- what actions you can take now to become a better leader.