



# Peak Performance Systems

## High Performance Management II Training Program

### Course Outline



#### Session 1:

##### Managing Change

**Change** has been with us forever. The difference and difficulty in the workplace today is with the accelerated pace of change. One way or another, change is an emotional experience for most people. Learning how to control it can define your career. In this session, you will learn . . .

- about change and its implications
  - about your own change management capability
  - a “checklist” approach to managing change effectively
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#### Session 2:

##### Managing Conflict

**Conflict** is a reality of the workplace. How people *respond* to conflict determines whether it becomes negative or positive. In this session, you will learn . . .

- the benefits of conflict in the workplace
  - the barriers to conflict management
  - a powerful systems approach to managing conflict
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#### Session 3:

##### Managing the Intergenerational Workforce

Today, Companies are managing **four generations** of workers. Each group has its own distinct characteristics, values, and attitudes toward work. To successfully integrate these diverse generations into the workplace, companies will need to embrace radical change. In this session, you will learn how to . . .

- communicate effectively with each of the generations
  - motivate and connect with what interest each generation
  - set meaningful goals and objectives that work
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#### Session 4:

##### Increasing Team Effectiveness

Success today requires effective **teamwork**. Taking a group of people and developing them into a synergistic, high performing team is the hallmark of successful management and leadership. In this session you will learn....

- the foundations and components of high performance teamwork
- your team’s “fitness” level
- how to break through the barriers that inhibit teamwork

**Session 5:** Everyone needs **feedback and input**. Without it, we have little basis for determining our growth and improvement needs. In this session, you will learn . . .

**Giving & Receiving Feedback**

- the art and science of giving and receiving feedback
- how to address the obstacles that block feedback

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**Session 6:** Effective **performance management** is vital to developing productive employees. Inherent in that process is the ability to recognize and deal effectively with performance problems. In this session, you will learn . . .

**Analyzing Performance Problems**

- a simple, practical and effective method to accurately analyze performance problems
- how to make improvement corrections and adjustments

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**Session 7:** In today’s complex workplace, **Coaching** is one of the most effective management tools we have for employee performance and development. In this session, you will learn . . .

**Coaching for Increased Performance**

- the difference between managing and coaching
- a coaching system for increased performance

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**Session 8:** Everyone is in the same business – **customer satisfaction!** If we do not effectively manage our service and service team, to ensure outstanding service to our customers, the customers will go elsewhere. In this session you will learn to....

**Managing Customer Service**

- develop a customer service strategy with your team (quality service and quality service culture)
- establish the key skills a customer service team needs to be successful
- manage difficult behaviour styles & resolve service breakdowns

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**Session 9:** **E-mail** is the most common, convenient, and potentially a costly and cumbersome means of business communication. North American business has experienced a 66% increase in workplace e-mails in recent years. In this session you will learn how to....

**Effective E-mail Communication**

- write clear, concise e-mail messages, which elicit response
- use good netiquette to avoid workplace disasters
- control your e-mail files and manage information overload

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**Session 10:** A prominent management guru once said: “the key to the executive suite depends on your ability to write good reports, manage meetings well, and make **powerful presentations.**” In this highly interactive and participative session, you will learn . . .

**High Impact Presentations**

- the secrets to making high impact presentations
- how to deal with stress and apprehension
- how to “connect” with your audience