

## **Winners Make It Happen: Managing Winning Performance!**

Team leaders/Managers are expected to deliver on the promises that they make to management, whether they are financial, quality or technical.

This workshop enables the team leaders to establish the details about how they can achieve by gaining agreement and buy-in on the goals and objectives of their unit, the processes that will be followed to achieve those objectives, and on the interpersonal expectations among team members.

***CREATE YOUR GAME PLAN AND MAKE IT HAPPEN!***

### **Key focus**

1. Know just how well they can manage performance.
2. How to take their business units to the next level.
3. What are the key performance drivers and utilize them to the best.
4. What are their organization's strategic/ business objectives.
5. Systematically assessing performance and benchmarking to higher levels.
6. How to motivate and coach for performance from people in the workplace.
7. Driving for quality and performance management.
8. Designed to give managers a quick look at program performance, enabling them to "manage by exception."

### **Who will benefit**

Every member of the leadership team who is charged with delivering improved performance in a challenging work environment. Senior managers, Managers, Team leaders, Project leaders

**Take The Next Step**

## Day one

### 1. The Bigger Picture

- ▶ Why organizations have to evolve.
- ▶ Meeting current business challenges.
- ▶ Setting & Implementing strategy.
- ▶ Envisioning the business units/ teams.
- ▶ Achieving alignment.

0900-1030

### *Morning tea break*

1030-1045

### 2. The Human Dimension

- ▶ Motivation is about meeting needs and expectation.
- ▶ Notice the impact and the awareness of your behaviour.
- ▶ Change and managing it.
- ▶ Working together to solve problems.
- ▶ Working ways-teams and projects

1045-1300

### *Lunch*

1300-1400

### 3. Quality and Successful Performance Management

- ▶ Steps to TQM.
- ▶ Quality assurance & consistency.
- ▶ Customer focus – internal & external.
- ▶ Toyota Principle 5, 6 & 14 & Quality gurus.

1400-1530

### *Afternoon tea break*

1530-1545

### 4. The Winning Team Culture

- ▶ The local culture.
- ▶ Being good at communication.
- ▶ Making time to listen.
- ▶ The 5 components of a highly effective team.
- ▶ Recognising achievements.
- ▶ Allocating tasks & developing trust.

1545-1700

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## Day two

### 5. Dealing With Poor Performance

- ▶ Dealing with poor performance.
- ▶ Dealing with difficult attitudes.
- ▶ Your response to difficult behaviour.
- ▶ Taking disciplinary action.

0900-1030

#### *Morning tea break*

1030-1045

### 6. Goals, Targets & Benchmarks

- ▶ What's the gap ?
- ▶ Setting new benchmarks.
- ▶ Analyzing cause & effect.
- ▶ Identify root cause.
- ▶ Corrective action steps.
- ▶ Measures, target & KPIs
- ▶ Implementation.
- ▶ Review, revise & refine.

1045-1300

#### *Lunch*

1300-1400

### 7. The Skills & Techniques

- ▶ The skills of managing performance.
- ▶ Assessing performance.
- ▶ What should you measure.
- ▶ Giving constructive feedback.
- ▶ Setting work objectives.
- ▶ Identifying development needs.

1400-1530

#### *Afternoon tea break*

1530-1545

### 8. Strategy & Performance Management

- ▶ Goal, targets, schemes & plans
- ▶ Game plan & strategic decisions.
- ▶ Russian Dolls
- ▶ Long view & 360-degree feedback.
- ▶ BSC, BOS & The Toyota Way.

1545-1700

Take The Next Step