



Measuring Performance, Improving Productivity & Employee Engagement

► Training Details

Why Choose this Training Course?

To operate successfully in the intense competitive environment of the 21st century, organisations must be responsive to the changing needs and demands of their customers and clients. To maintain responsiveness to these ever-increasing service demands and to deliver extraordinary levels of performance, they must instigate a robust system of internal and external measures upon which to reflect and where necessary act. This 10-day Anderson training course comprehensively explores all aspects of organisational improvement. Week 1 concentrates on constructive techniques to measure efficiency in operations, systems and procedures and culminates with bench marking techniques as a diagnostic tool for continuous improvement. Week 2 has a focus on the “softer” side of productivity with an emphasis on the skills front line leader can utilise to motivate their people and create the “engaged organisation”.

The Structure

This comprehensive Anderson training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day courses.

Module 1 - [Performance Measurements, Continuous Improvement & Benchmarking](#)

Module 2 - [Improving Productivity & Employee Engagement through Effective Frontline Leadership](#)

What are the Goals?

By attending this Anderson training course, delegates will be able to:

- ▶ Determine and implement strategies for performance, organisational and bench marking measurement,
- ▶ Appreciate the inter connectivity of criteria that impact performance and productivity
- ▶ Understand the critical role of the front-line leader in establishing a committed and engaged work force
- ▶ Evaluate organisational performance and engagement against theoretical models of good practice
- ▶ Create organisational value through the power of collective wisdom

Who is this Training Course for?

This Anderson training course is designed for professional and leaders across a wide range of industries. But will have relevance to;

- ▶ Managers delegated to instigate measure and sustain continuous organisational improvement
- ▶ Front line leaders keen to demonstrate progressive leadership practices
- ▶ Engineers with responsibility for maintenance, operations and processes
- ▶ Change managers and leaders seeking to positively impact organisational culture
- ▶ Middle managers, team leaders and all in supervisory roles

How will this Training Course be Presented?

This Anderson training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This will include a combination of presentations, videos, class discussion, group and self-reflective exercises to examine all the elements of engagement. The course has been designed to accommodate all styles of learner and to embed in each delegate a confidence to demonstrate responsibility and take action. High profile will be given to bench marking as a means to evaluate current market place performance and the role of managerial leadership in creating and sustaining an environment that brings success, commitment and true engagement.

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Module 1: Performance Measurements, Continuous Improvement & Benchmarking

Day One: *Performance Measurement: The Starting Point for Improvement*

- The Need for Measurement
- Data Use and Abuse: Using Data Constructively
- Methods of Selecting Performance Measures
- Developing a Framework for Measurement
- Understanding Variation: The key to understanding performance
- What histograms, run charts and control charts tell us about performance

Day Two: *Continuous Improvement*

- Understanding Variation: The Range and Standard Deviation
- Taking Appropriate Action against a Process
- An Introduction to Control Charts
- How to Improve a Process
- The Power of Teamwork
- Problem and Mission Statements

Day Three: *The Tools of Continuous Improvement*

- Understanding and Analyzing a Process
- Identifying causes of problems, and potential solutions
- Demonstrating the link between a cause and its effect
- Understanding the Process
- Investigating Relationships between Variables

Day Four: *An Introduction to Benchmarking*

- What is benchmarking?
- History of benchmarking
- Different Methods of benchmarking and how they relate to each other
- How to identify potential benchmarking projects
- An overview of the benchmarking process
- Selecting your first project

Day Five: *Running a Successful Benchmarking Project*

- Scoping and planning benchmarking study
- Identifying and selecting benchmarking Metrics & Partners
- Participant meetings: Planning and running effective meetings to attain the aims of the study
- Benchmarking project management
- Management support activities
- Legal issues

Module 2: Improving Productivity & Employee Engagement

through Effective Frontline Leadership

Day Six: Employee Engagement and Business Success

- ▶ What is employment engagement? A model for practice
- ▶ The business case for engagement. How employee engagement impacts business success
- ▶ Do you know how engaged your people are right now? Analysis and Measurement
- ▶ The impact of front line leadership on Engagement, Productivity and Commitment - Current research and implications
- ▶ What do engaging leaders actually do? Dimension of front line managerial Leadership
- ▶ What style of leadership does my role demand? How does this contribute or inhibit engagement?

Day Seven: “Front Line Leadership” to capture “Hearts and Minds”

- ▶ How good are your front line skills that build engagement? - review and application
- ▶ Personality and management/leadership style - psychometric assessment and review
- ▶ Authentic leadership to inspire your people to exceed performance expectations
- ▶ The shadow of the leader - impact and influence
- ▶ Emotional Intelligence and its role in Engagement - steps to better performance
- ▶ Creating the inspirational vision - the key elements of alignment

Day Eight: Aligning Performance to Create Trust & Engagement

- ▶ The power of collective wisdom
- ▶ Team purpose - Performance Management, KPI's and MBO's
- ▶ The importance of behaviours - building a team charter
- ▶ Building meaning for employees - The case for continuous improvement
- ▶ How productive am I? How productive is my team? Performance audits, reviews and implications
- ▶ Evaluating potential and performance - The Grid for Talent Management review implications actions

Day Nine: Harnessing Potential to Create Engagement: Motivation, Commitment and Competence

- ▶ Task and Job Allocation - right player right position
- ▶ Improving Team Dynamics - Identifying Both Positive and Negative Group Behaviour Roles
- ▶ Successful Delegation - the achieving results through the efforts of others
- ▶ Motivating your People - core skills and practical steps
- ▶ Enhancing productivity and alignment by balancing positive and negative interactions
- ▶ Dealing with Poor Performance - Coaching for team and individual performance issues

Day Ten: Creating a Culture of Engagement through Generous “Front Line” Leadership

- ▶ Core essential for generous front line leadership
- ▶ The front line leadership challenge - Creating a culture of connection
- ▶ Action planning against the Employee engagement model
- ▶ When engagement goes too far - pitfalls of an overdone strength
- ▶ Balancing pressure with performance
- ▶ Review of week and closure

► The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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Request for a Tailor-made training and educational experience for your organization now:

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