



## Measuring Performance, Improving Productivity & Employee Engagement

### ► Training Details

#### Why Choose this Training Course?

To operate successfully in the intense competitive environment of the 21<sup>st</sup> 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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