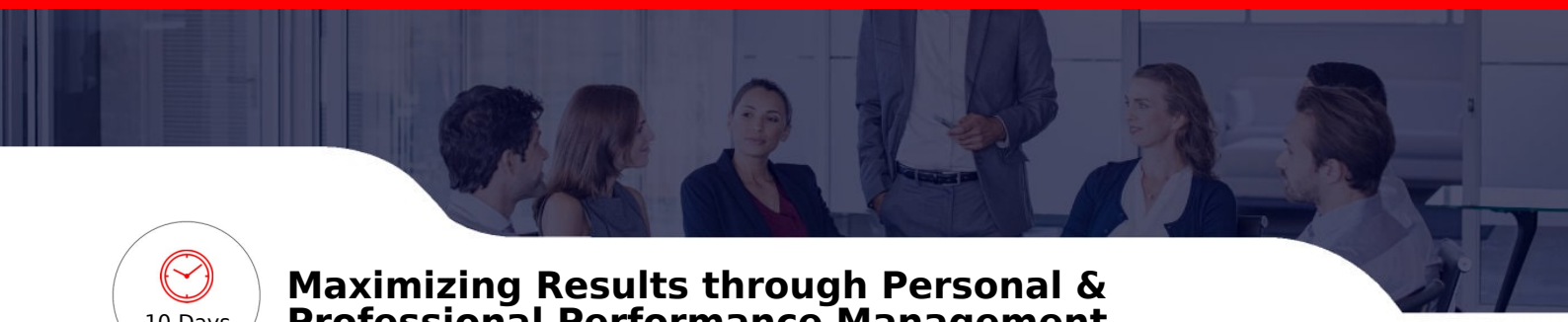
Call: +971 4 365 8363
Email: info@anderson.ae



10 Days

# Maximizing Results through Personal & Professional Performance Management

## Training Details

### 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 training courses.

Module 1 - Performance Measurements, Continuous Improvement & Benchmarking

Module 2 - **Managing Multiple Tasks, Priorities & Deadlines**

## Training Details

### 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: Managing Multiple Tasks, Priorities & Deadlines

## Day Six: Introduction of Work Task Concepts

- Understanding the role of self-management in managing tasks
- Overview and context of task management
- Identifying reasons for the current focus in business on managing tasks
- Understanding how work is accomplished in organizations
- Identifying the role of strategic management in leadership of tasks
- Understanding the role of organization type in task management

## Day Seven: Importance of Planning in Management of Tasks

- Clarifying goals, objectives, assumptions and constraints in work
- Integrating a scope, work structure and management plan in assignments
- Learning to identify and manage stakeholders
- Identifying risk techniques that affect tasks, priorities and deadlines
- Understanding how to develop clarity of purpose and objectives in task assignments
- Identifying the skills necessary to lead and manage work tasks

## Day Eight: Setting Priorities & Deadlines in our Time Management

- Using the manner we approach work as an initial time management plan
- Planning for time management, scheduling and meeting deadlines
- Integrating time management into development of priorities
- Making the most from meetings, e-mails, interruptions and transition time
- Developing a personal plan, with a '*to do*' list and priorities
- Dealing with time wasters, procrastination and bosses

## Day Nine: Skills Required to Deal with People in our Work Assignments

- Identifying skills required to obtain the help of others on tasks
- The importance of understanding our ways of working with others
- The importance of interpersonal skill in accomplishment of tasks
- Identifying interpersonal work styles of self and other
- Understanding task flexibility and versatility in people leadership
- Learning how to work better with others to have productive work

## Day Ten: Personally Managing Tasks to Implement Change

- Learning techniques to use communication for success in tasks
- Understand the characteristics of proper communication
- Identifying methods to deal with human change patterns
- Developing a personal plan to become more effective with self-management
- Dealing with some people who struggle with change
- Practicing techniques to help colleagues with change

## ▶ 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:**

Call us: +971 4 365 8363

Email: info@anderson.ae

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

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates
Web: www.anderson.ae
Email: info@anderson.ae
Phone: +971 4 365 8363
Fax: +971 4 360 4759

**©2024. Material published by Anderson shown here is copyrighted.**
All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.