



HIGH PERFORMANCE Leadership

Course Introduction:

Leaders need to create an environment that fosters high performance. In order for a business unit to create value for the organization, the brainpower within the workgroup that will lead to innovative products, services, and markets must be unleashed. Participants will learn and practice a six-step collaboration model that high-performing groups use to encourage the flow of ideas and to solve complex problems. Through this course, participants will learn the behaviors that accelerate or stifle high performance, how to better leverage the positive attributes of the work environment, and techniques to build performance drivers into their company.

Course Objectives:

During this training, you will learn to:

- recognize the characteristics of high-performing workgroups
- encourage an environment that drives high performance
- effectively drive and manage change
- apply the principles of respectful communication
- collaborate to solve complex problems
- create a plan to eradicate the barriers to high performance in your business unit
- partner with other workgroups to effect positive change in the company
- surround yourself with people who have skills that complement your own
- identify, replicate, and nurture high-performance behaviors and workgroups throughout the organization
- develop a structured approach to preparing for and thinking more complexly about negotiations and everyday influence situations
- improve influence and collaboration negotiation skills
- develop a framework for avoiding individual decision traps and improving team decisions
- lead more effectively and drive strategic direction by leveraging your strengths
- develop an action plan to apply concepts and processes learned in the course to your own Personal Leadership Challenge

Who Should Attend?

This course will benefit mid- to senior-level managers whose business unit is charged with creating value for the organization and who are responsible for leading and managing change. It is designed to provide those in leadership roles with techniques for encouraging an environment necessary to sustain long-term, profitable growth and one in which people can seize opportunities—take risks, generate new ideas, and make mistakes. Participants will develop plans for improving the performance of their workgroup and the organization.

Course Outline:

Introduction to High-Performance Leadership

- What drives high performance in uncertain economic times?
- The three drivers and corresponding attributes of a high-performing work environment
- Leadership challenges and ramifications of the changing business landscape
- Discussion and exploration of your Personal Leadership Challenge (PLC)

Leadership: Encouraging a High-Performance Environment

- How does leadership behavior encourage or discourage the behaviors of the workforce?
- Familiar leadership styles and the correlation between leadership style and resultant behaviors
- Identifying and enabling top performers

The Tenets of a High-Performance Environment

- What happens in a changing environment?
- How should leaders manage change?
- Optimizing thinking during change
- The 20/60/20 rule, unspeakable subjects, and making loud statements of change
- Creating flexible work environments that adapt quickly to change

Respectful Communication: More than the Dissemination of Information

- How do leaders communicate to encourage high performance?
- Key concepts of communication that allow thinking to thrive
- Implicit vs. explicit rules of communication
- How communication breaks down and stifles high performance
- The anatomy of a miscommunication
- Diffusing negative emotions
- Challenging assumptions
- Answering tough questions

Building a High-Performance Environment

- What are the key leadership attributes in a high-performance environment?
- Learning from each other's experiences and brainstorming new ideas
- Quick wins to take back and begin implementing immediately

Influence and Collaboration: Negotiation

- How can you become a more effective negotiator?

- Structured approach to preparing for and thinking more complexly about negotiations and everyday influence situations
- Practicing and improving influence and collaboration skills

Now Discover Your Strengths

- What are your leadership strengths?
- Taking the Strengthsfinder™ profile to discover your strengths
- Identifying and learning to manage your strengths
- Managing around weaknesses without over-investing in them
- Focusing on and leveraging your unique, personal strengths to lead your unit more effectively and to lead transformational change within the organization

Critical Thinking and Consensus: Decision Making

- What is the importance of group process dynamics?
- Pitfalls and benefits of team decision making as compared to individual decision making
- Elements of team processes for making decisions: group and interpersonal
- Contributors to group decisions: consensus and Groupthink
- Developing a framework for avoiding individual decision traps and improving team decisions

Celebrating Heroes

- What is the importance of recognizing and celebrating heroes within the company?
- Discussion of examples from other companies and crafting real-life examples
- Behaviors that drove success in the class and implications moving forward
- How to utilize lessons learned to drive strategic directional

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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