High Performance Management

The only real competitive advantage organisations have today is **people**.

The demand for managers who can lead others to achieve high performance has never been so apparent.

Participants can expect to achieve the following outcomes:

— Apply their new learning and a range of leading edge tools and techniques to lead and manage more effectively

— Maximise their personal results, productivity and leadership performance

— Learn how to turn problems and challenges they face into new opportunities

— Enhance their emotional intelligence to engage, enable and empower their direct reports

— Initiate effective communication and collaboration at all levels

— Improve their ability to deal with conflict and conduct difficult conversations

— Significantly improve their Team's commitment to high performance and continuous improvement

— Develop their skills to successfuly develop and retain good people

— Instigate more effective performance reviews and succession planning

Successful completion of the course will provide Participants with BSB50420 Diploma of Leadership and Management

We are the people development people.

Overview Meeting

Course and Competency Overview

Mentor and Participant Review

Draft Win-Win Agreement Goals

Success Concept

Feedback Online Process (FBOL)

01 Accepting the Challenge

The Challenge for Today's Managers

The Manager's Role

Essential Management Skills

Exercising Authority and Power

Developing Personal Leadership

Workshop Activity

Application

02 Maximising Your Performance

Benefits from Maximising Your Personal Performance

The Importance of Setting Goals

Your Approach to Prioritisation

Six Steps to Improved Performance

The Relationship Between Self-Image and Improved Performance

Workshop Activity

Application

03 Preparing and Planning for Success

Understanding the Nature and Structure of Your Organisation

The Significance and Value of Your Customers

Vision, Mission and Values

Planning for Success

The Paradox of Planning

An Effective Planning Process

Emotional Intelligence

Workshop Activity

Application

04 Managing and Maximising Orgnaisational Performance

What is Organisational Performance?

Your Organisation as a System

A Contemporary View of the Value Creation Model

The Value Cycle

Protecting and Improving Performance

Workshop Activity

Application

05 Creating a High Performance Environment

What Makes a High Performance Environment?

Your Role as a Leader

Six Commitments to High Performance

Six Responsibilities of High Performance Managers

Building the Framework to Support Your High Performance Goals

Involving and Engaging Your Team

Workshop Activity

Application

06 Leading and Managing Change

The Nature of Change

Change Catalysts

The Psychology of Change

Communicating for Change

Initiating Successful Change Management Practices

Embedding the Change

Critical Thinking

Workshop Activity

Application

07 Improving Communication at all Levels

Communication – The Human Connection

Developing Effective Communication

The Purpose of Managerial Communication

Planning Your Message

Listening for the Total Message

Communicating with Groups

The Power of Persuasion

Communication Styles

Workshop Activity

Application

08 Mid-course Review Workshop

Review of Progress to Date:
—Learning
—Win-Win Agreements

Preparation for Mid-Course Review Discussion

Possible Win-Win Agreement Goals for Second Half of the Course

Possible Workplace Projects

9 Improving your Department's Performance and Productivity

You Have Already Started

Provide the Framework

Provide the Environment'

Provide the Opportunities

Individual Performance Goals

Case Study

Workshop Activity

Application

10 Developing High Performance Teams

The Nature of Successful Teams

Team Dynamics – ADAPT Model

Developing a Team of Leaders

The Importance of Expectancy in Team Dynamics

Personal Health and Wellbeing

Workshop Activity

Application

11 Engaging and Empowering People

Understanding Employee Engagement

Levels of Engagement

The Importance of Empowerment

The Importance of Expectancy in Team Dynamics

Empowering Others by Sharing Authority and Power

Strategies to Engage and Empower People

Developing Empowered Leaders

Workshop Activity

Application

12 Developing Dynamic Decision Making and Problem Solving Strategies

The Difference Between Decision Making and Problem Solving

A Process that Works

Influences on Decision Making

Turning Problems and Challenges into Opportunities

Building Your Department's Decision Making and Problem Solving Capabilities

Workshop Activity

Application

13 Developing Your People (Part 1)

Strengthening the Commitment to Learning and Leadership

The Differences Between Training and Development

The Benefits of Training and Development

Planning for Training and Development

Training People

Developing People

Involve HR or L&D

Workshop Activity

Application

14 Developing Your People (Part 2)

The Principles of Learning

The Training Process

Developing Individual Training and Development Plans

Coaching and Mentoring

Project Presentations

Workshop Activity

Application

15 Developing Your People (Part 3)

Performance Management Systems

The Importance of Performance Reviews

Conducting Accurate and Meaningful Performance Reviews

The Value of Praise and Periodic Feedback

A Positive Approach to Discipline

Holding Those Difficult Conversations

Handling More Serious Problems

Workshop Activity

Application

16 Transforming Your Organisation

Your Role as a Transformational Leader

Transforming Yourself

Transforming Others

Transforming the Working Environment

Becoming an Employer of Choice

The Qualities of Transformational Leaders

Where to from Here

Workshop Activity

Application

Graduation

Participant Presentations

Review of Goal Achievements

Awarding of Course Completion Certificates

Refocus Workshop

An opportunity for the Participant to reaffirm strategies and evaluate ongoing learning and changes.

LMA's Unique Learning and Development Process not only provides skill and competency development but also creates positive attitudinal and behavioural changes in the Participants.

To ensure that measurable results and an Identifiable Return On Investment are achieved:

— The Learning Partners are established to support the Participant throughout their learning and development process: They include:

- The LMA Facilitator for the course
- A Manager/Mentor from within the Client organisation
- An LMA Client Support person to assist the Participant and Manager/Mentor throughout the development process

— Each Participant establishes specific Course Goals for learning and workplace performance improvement in pre-course consultation with their Manager/Mentor and their LMA Client Support person.

— Participants also implement a workplace project aimed at significantly increasing the overall performance of their team.

— Comprehensive resource materials including digital and hard copy manuals, plans of actions and audio files are provided to each Participant. These enable spaced repetition, multi-sensory learning and easy review.

— Each of the interactive workshops conclude with application and action steps to be applied back into the workplace to achieve measurable improvements and results.

— A Pre and Post Course 360–degree feedback tool "Team View" is used to measure leadership performance and competency improvements across the period of the course.

— Mid and Post Course Reviews are conducted to review the Participant's progress and identify the measurable results achieved and the Return On Investment (ROI).

— Participants receive one-on-one follow up and support from both the LMA Facilitator and LMA Client Support to assist with assignments, workplace application and the achievement of their course goals.

— At Graduation, Participants present their accomplishments and the measurable results and ROI they have achieved during the course.

— Participants receive a complimentary 12 month membership to LMA's Graduate Program which includes:

- Ongoing access to a High Performance Leadership Dashboard
- Regular Leading Edge newsletters
- Access to webinars and training events and networking opportunities

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Units of competency—
Successful completion of these units qualifies Participants to achieve BSB50420 Diploma of Leadership and Management

Expected course duration:
34 weeks through to Graduation.
Refocus Session at 42 Weeks

BSB50420 Status on National Register: Current

BSBCMM511	Communicate with Influence
BSBCRT511	Develop Critical Thinking in Others
BSBLDR523	Lead and Manage Effective Workplace Relationships
BSBOPS502	Manage Business Operational Plans
BSBPEF502	Develop and Use Emotional Intelligence
BSBTWK502	Manage Team Effectiveness
BSBPEF501	Manage Personal and Professional Development
BSBPMG430	Undertake Project Work
BSBOPS504	Manage Business Risk
BSBSTR502	Facilitate Continuous Improvement
BSBLDR522	Manage People Performance
BSBLDR602	Provide Leadership Across the Organisation

NATIONALLY RECOGNISED TRAINING