



### What are the impacts of Non-Performance and Exceptional Performance?

- 30% of the UK workforce have management responsibilities yet 50% of employees feel they could be managed more effectively<sup>1</sup>
- Two thirds of organisations highlight the lack of challenge or opportunity as the main reason why they lose their top performers<sup>2</sup>. Do you know how motivated your top performers are?
- Organisations with higher employee engagement are 18% more productive and 12% more profitable. Those with lower engagement average 51% more employee turnover<sup>3</sup>.

**Want to learn how to get the best out of yourself and your people through use of Relationship Awareness?**

[Click here](#) to register your interest in applying the power of Maximising Performance within your organisation or [click here](#) to ask how you can become licensed to deliver the programme

### Why attend a Maximising Performance programme?

- Performance management is ranked as a top priority in UK organisations given the current economic climate and reduced budgets<sup>3</sup>
- Job satisfaction and organisational commitment accounts for 16% of variation in productivity in companies, compared to just 3% for strategic planning<sup>3</sup>
- In these economic conditions performance management is vital to develop the leadership skills needed to proactively respond to underperformance, with 82% of companies recently making changes to their HR strategies<sup>3</sup>
- More innovative people management leads to lower staff turnover and higher sales/profitability<sup>4</sup>.

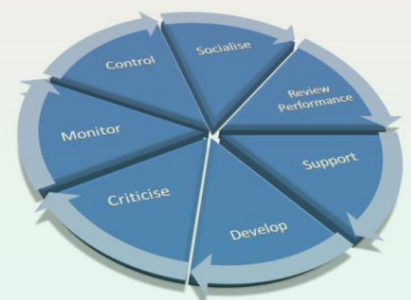


### What are the benefits of maximising people performance?

How good would it be if managers and individuals felt motivated and energised by:

- The environment they work in
- The individuals they work for and with
- The tasks and objectives they have to meet
- Themselves?

How satisfying would it be if people felt able to maximise their true potential?



Delegates will learn how to get the best out of themselves and their teams by working with practical examples and by bringing their own, real-world issues to the programme. This is a unique opportunity to build on your knowledge and experience of Relationship Awareness and start maximising the potential of your people.

Delegates will learn how to get the best out of:

- Themselves
- Others
- Teams
- The function/organisation.



## What are the principles of Maximising Performance?

### 1. ENERGY AND COMMITMENT

Delegates discover how to understand people's energy levels by:

- **Anticipating** what drives themselves and others
- **Preventing** demotivation, **enabling** motivation
- **Identifying** when others and ourselves are feeling energised or de-energised
- **Managing** mediocrity, **encouraging** high performance
- **Resolving** the cause of demotivation, **empowering** and **repeating** motivation.

They will then learn how to apply Maximising Performance principles depending on energy and capability levels:

- When to **direct**
- When to **counsel**
- When to **train and develop**
- When to **coach**.

### 2. CLARITY AND PURPOSE

- How to set objectives that are Specific, Measurable, Achievable, Relevant and Time-Bound (in a way that is understood by each Motivational Value System)
- Have a purpose that resonates with each individual. People are different so why use the same words to communicate the same objective?

### 3. ENVIRONMENT

- Effective and timely measurements/observation in a way that suits our MVS
- Effective feedback – how to provide developmental feedback to each MVS
- Delegation that suits our MVS and that of others, and how to deal with difficult situations (conflict).

### 4. KNOWLEDGE AND SKILL

- Fear is one of the most influential motivators
- Identify knowledge and skill gaps, provide support, training and development
- Coaching, shadowing, delegating, mentoring.

### 5. HABIT

- A learned behaviour that is adopted unconsciously
- Good habits > identify and encourage
- Bad habits > identify and correct.

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## How will the programme work?

- It is a three-day programme involving many practical and participative exercises
- Actors will attend on the second day to play out scenarios and to be coached by participants
- Actors will take part in RealPlay scenarios, giving delegates the opportunity to practise real situations before returning to the workplace
- Delegates will complete pre-work including the SDI, Portrait of Strengths and Portrait of Overdone Strengths
- They will leave the programme with an action plan for getting the best out of themselves, the two case studies they brought to the programme and the beginning of a plan for each of their direct reports.

#### Sources

1. The Daily Telegraph (2012) *The David Brent Effect – managers think they're better than they are*
2. Employer Branding (2011) *Top Performers are leaving either for greater challenge and opportunity or money*

3. Ipsos Mori (2009) *The Impact of the Economic Recession on HR*
4. Rudman (2000) *People Management and the Bottom Line*

	Title	Content
1	Introduction and What is Managing Performance	-
2	Management, Leadership and MVS	Identifying which elements of management/leadership you are most comfortable undertaking and which are most critical to your role and how you can adapt your natural style where necessary
3	Energy, Motivation, Commitment and MVS	What impacts on our energy levels and the energy levels of others and the impact we can have on this as managers/leaders
4	Self-Awareness and Managing Habits	Being aware of what can impact on our own energy and the benefit that creating new habits can have on our energy levels. Techniques of managing our habits and our immediate emotional response to situations
5	Communicating Objectives - Clarity, Purpose and MVS	Recognising and practicing the importance of giving a context and purpose when allocating tasks or setting objectives. SMART means different things to different MVS positions
6	Anticipate - Prevent/Enable	Planning your route to effective communication by establishing the starting position. Who are you? Who are they? Where are you starting from?
7	Obstacles and Opportunities - Cleansing Our Lens	Managing our reaction to conflict triggers and recognising the conflict triggers of others
8	Obstacles and Opportunities - Managing your own Overdone Strengths	Recognising the strengths that you overdo and making decisions to manage them to establish more effective relationships
9	SDI Route Planner - Coaching and Communication Style	Identifying the best communication style when communicating with each MVS and relating this to your own team members
10	Praise and Development Feedback	Practicing giving praise & development feedback to different MVS positions. Giving feedback to each MVS
11	Getting the Best Out of You	What strengths or behaviours do you want from a manager/leader? Identifying the style of leadership required by each MVS and how we need to adapt our style accordingly
12	Advanced Driving - Borrowing Strengths and Getting the Best Out of Others	What strengths do your team want from you and how easy will it be for you to borrow strengths where required?
13	Taking the Wheel	A framework for difficult/challenging conversations - a chance to practise the more difficult conversations
14	Team Performance	The importance of creating a purpose and performing environment for your team. Revisit or start creating a purpose for your team
15	Coaching/Communication Practice	Using scenarios from previous modules and your own real-life situations practise what you have learnt in RealPlay sessions
16	Team Commitment	How to gain team commitment using the Portrait of Personal Strengths