



The Performance Edge

Today's marketplace demands an increasingly high level of performance from companies if they are to remain competitive. The good news is you already have the resources your company needs to achieve these levels: your people.

The most effective and immediate way to improve the performance of your organisation is to increase the performance and productivity of your people.

The Unique LMA Process:

LMA delivers a process that not only provides skill and competency development but changes the attitudes and behaviours of the Participant.

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

- Specific workplace goals for learning and performance improvement are established in consultation between the Participant and Company Management
- Individual support from the LMA Course Coach guides the Participant's "on the job" application of the learning to the accomplishment of the goals
- Complete resource materials allow multi-sensory learning, spaced repetition and regular review
- Convenient interactive weekly workshops
- Each workshop concludes with application and action steps to produce measurable results
- LMA's unique online feedback process provides real time assessment of progress
- Mid and Post Course Reviews are conducted by the LMA Course Coach with the Participant and the chosen Manager/Mentor
- Participants present key results and a summary of course accomplishments at a special Graduation Meeting

The Outcomes:

The Performance Edge course enables your employees who are already doing well, to do even better. They will see improvements in their own performance and their team's performance in the following areas:

- Increased productivity
- Better time utilisation
- Greater focus on High Payoff Activities and Priorities
- Improved communication and relationships
- Enhanced employee attitudes
- More effective delegation processes
- Greater empowerment within their teams
- Improved overall team results

Creating exceptional results through people.

Go to www.lma.biz for feedback from participants



Module Content

Overview

- Introduction
- LMA's Unique Learning Process
- Learning Partner's Roles

Module One – Establishing a Performance Edge

- Benefits from Developing a Performance Edge
- Preparing for Better Results and Success
- Attitudes Towards Goal Setting and Planning
- Attitudes Towards Time, Productivity and High Payoff Activities
- Attitudes Towards Communication
- Attitudes Towards Your Team and Organisation
- Attitudes Towards Your Relationship with Others
- Keys to Improved Performance and Results
- Application to Workplace

Module Two – Goals, Plans and Priorities

- The Importance of Goal Setting
- The Principles of Goal Setting
- The Power of Written Goals
- The Total Person® Concept
- Your Relationship to the Organisation's Goals
- Establishing Priorities for Maximum Performance
- Strengthening Your Goals through Affirmation
- Tracking and Measuring Your Progress
- Application to Workplace

Module Three – Improving Performance Through Better Time Management

- The Value of Time
- Your View of Time
- Strategies for Effective Time Utilisation
- Finding the Time for Planning and Goal Setting
- Handling Interruptions
- The Benefits of Effective Time Management
- Case Study and Workplace Application

Module Four – Communication and Relationships

- The Importance of Communication
- Improving Communication to Improve Performance
- Planning Your Message
- Involving and Engaging Others
- Listening for the Total Message
- Building Networks and Relationships for Results
- Communication within Teams and Groups
- Application to Workplace

Module Five – Mid-Course Review Workshop

- Assessment of Progress and Measurable Results to Date
- Review of Workplace Application

Module Six – Contributing to Your Team's Performance

- The Roles of Formal and Informal Leaders
- The Different Stages of Team Development
- Team Development through Change
- Sharing and Communicating Goals
- Creating a Learning Environment
- Developing Efficient Systems and Procedures
- Trust – The Cornerstone of Relationships and Teamwork
- Case Study and Workplace Application

Module Seven – The Empowerment Imperative

- An Introduction to Empowerment
- Empowerment Opportunities and Benefits
- Preparing the Way for Empowerment
- Attitudes – The Heart of Empowerment and Delegation
- Developing Effective Delegation Procedures
- Providing Coaching, Training and Support
- The Ongoing Challenge
- Application to the Workplace

Graduation

- Individual Presentation of Course Results by Participants
- Team Performance Improvement Plan
- Awarding of Course Completion Certificates

Refocus Workshop

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