

High Performance Management



The only real competitive advantage organisations have today is their people. The demand for managers who can achieve high performance, those with the ability to engage and lead others effectively, has never been so apparent.

Today's middle and senior managers face a multitude of challenges. The ever increasing pace of change and continuous pressure for improved performance demand much from modern managers. Ever-increasing competition for both market share and top talent also add to the rigours of day-to-day management. In meeting and dealing with these challenges, managers who develop their skills and evolve to achieve high performance, rather than simply cope, become valuable assets.

The Outcomes:

The High Performance Management course (BSB51915 Diploma of Leadership and Management) from Leadership Management Australia (LMA) presents leading edge management development techniques to develop and evolve managers' skills.

Participants not only develop enhanced leadership, management and empowerment skills, they are able to more effectively develop those same skills in their direct reports. The end result is higher team performance and increased output leading to a more attractive bottom line.

High Performance Management Participants apply their new learning and a range of tools to manage more proficiently and achieve the following outcomes:

- Maximise their own personal performance
- Use Emotional Intelligence to engage and develop direct reports to guarantee immediate and beneficial change within their department
- Learn how to turn problems and challenges into opportunities
- Understand how to measure and monitor organisational and departmental performance

- Initiate effective communication at all levels
- Use Emotional Intelligence to engage and empower people for increased results and performance
- Develop the skills to successfully develop and manage talent
- Develop high performance teams
- Initiate and complete a significant workplace project as a part of the course
- Learn to conduct effective performance reviews
- Improve their ability to deal with conflict and have difficult conversations
- Instigate effective succession planning
- Achieve BSB51915 Diploma of Leadership and Management upon successful completion of all assessment activities.

LMA's unique learning and development process (outlined on the back page) is designed to go well beyond just meeting the requirements of the BSB51915 Diploma of Leadership and Management. It is designed to deliver measurable results and an identifiable Return on Investment to the organisation.

Creating exceptional results through people.

Go to www.lma.biz for feedback from participants



Module Content:

Overview Meeting

- Course and Competency Overview
- Mentor and Participant Review
- Draft Win-Win Agreement Goals
- Possible Workplace Project
- Success Concept
- Feedback Online Process (FBOL)

Module One

Accepting the Challenge

- The Challenge for Today's Manager
- The Manager's Role
- Essential Management Skills
- Exercising Authority and Power
- Developing Personal Leadership

Module Two

Maximising Your Performance

- Benefits from Maximising Your Personal Performance
- The Importance of Setting Goals
- Your Approach to Prioritisation

Module Three

Preparing and Planning for Success

- Understanding the Nature and Structure of your Organisation
- The Significance and Value of your Customers
- Planning for Success
- The Paradox of Planning
- An Effective Planning Process
- Planning and your People

Module Four

Managing and Maximising Organisational Performance

- What is Organisational Performance?
- Your Organisation's Value Chain
- A Contemporary View of the Value Chain Concept
- The Value Cycle
- The Importance of Risk Management and Contingency Planning
- The Importance of Monitoring Performance

Module Five

Creating A High Performance Environment

- Your Role as a Leader
- Commitments to High Performance
- Responsibilities of High Performance Managers
- Centering on Values and Trust
- Ensuring Continuous Improvement
- Embracing Change

Module Six

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

Module Seven

Improving Communications At All Levels

- Communication – The Human Connection
- Developing Effective Communication
- Objectives of Managerial Communication
- Listening for the Total Message
- Communication Styles
- High Performance Communication – Skills Are Not Enough

Module Eight

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

Module Nine

Improving your Departments Performance and Productivity

- Managing the Results of Others
- The Power of Goals
- Cascading Priorities through your Department
- Effective Time Management
- The Power of Effective Training and Development
- Entrusting People with Responsibility

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Module Ten

Developing High Performance Teams

- The Nature of Teams
- Team Dynamics – Adapt Model
- 10 Principles for High Performance Teams
- Developing your Team Leaders
- Improving Team Performance

Module Eleven

Engaging and Empowering People

- The Empowerment Advantage
- Creating a Learning Environment
- Team Learning and Development Plans
- The Keys to Engagement
- Using Emotional Intelligence to Engage Team Members
- Sharing Authority and Power
- Developing Empowered Leaders

Module Twelve

Developing Dynamic Decision Making and Problem Solving Strategies

- Maximising Results through Effective Decision Making and Problem Solving Strategies
- Cascading Authority and Power
- A Formula that Works
- Turning Problems and Challenges into Opportunities
- Taking Calculated Risks
- Preparing your People for Decision Making and Leadership

Module Thirteen

Developing Your People (part one)

- Strengthening the Commitment to Learning and Leadership
- The Differences Between Training and Development
- Planning for Training and Development
- Involve HR or L&D

Module Fourteen

Developing Your People (part two)

- The Principles of Learning
- The Training Process
- Developing Individual Training and Development Plans
- Coaching and Mentoring

Module Fifteen

Developing Your People (part three)

- Performance Management Systems
- The Importance of Performance Reviews
- The Value of Praise and Periodic Feedback
- A Positive and Emotionally Intelligent Approach to Discipline

Module Sixteen

Transforming Your Organisation

- Your Role as a Transformational Leader
- Growing Tomorrows Leaders
- Developing Leaders at all Levels
- Defining Your Customers of Tomorrow
- New Goals and Strategies
- Becoming an Employer of Choice
- Developing a Loyalty Strategy
 - for Customers
 - for Employees

Graduation

- Project 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

**There is a wonderful tool.
Without it there would be no wheel,
no trips to the moon and no internet.
Chances are you use one or more in
your organisation.
Keep it sharp and your business will
prosper. Neglect it at your risk.
People.**

The Unique LMA Process:

LMA delivers a process that provides skill and competency development whilst changing the attitudes and behaviours of the Participant.

Essential elements of the process:

- Comprehensive resource material including Manuals (including Digital version), CDs and Plans of Action are provided to the Participant. This enables multi-sensory learning and easy review
- 16 course modules are facilitated in an interactive workshop environment
- Specific workplace goals for competency development and performance improvement are established in consultation between the Participant and their manager(s)
- A person from within the client organisation is appointed as the Manager/Mentor for the Participant
- The selection of a 3-6 month workplace project that impacts on productivity, performance and profit
- LMA's unique Feedback Online process provides real time assessment of progress
- Pre and Post course TeamView feedback tool to measure performance and competency improvement
- Competency development is enhanced through experiential learning activities
- Participants present key results and a summary of course accomplishments at a special Graduation Meeting
- Participants access the latest information on management and leadership from the annual Leadership Employment And Direction (L.E.A.D.) Survey
- Participants and Manager/Mentors meet to identify measurable results and Return on Investment in Mid and Post Course Review Discussions
- Individual support from the LMA Facilitator/Coach to guide their "on the job" application of the learning
- Individual course coaching to assist them in achieving their course goals and a significant workplace project
- Regular communication between the LMA Facilitator/Coach with the Participant and their Manager/Mentor
- The LMA Facilitator/Coach's assistance in establishing Win-Win goals for up to 3 of their direct report team members
- Provision of up to 3 LMA PDP online performance programs for their direct report team members
- PPI workstyles assessments for up to 3 of their direct report team members
- Client support to assist the Participant and Manager/Mentor throughout the development process

Units of competency:

Successful completion of these units qualifies Participants to achieve BSB51915 Diploma of Leadership & Management

- BSBLDR501 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness
- BSBCUS501 Manage quality customer service
- BSBLDR503 Communicate with influence
- BSBMGT502 Manage people performance
- BSBMGT516 Facilitate continuous improvement
- BSBPMG522 Undertake project work
- BSBR501 Manage risk
- BSBWOR501 Manage personal work priorities and professional development
- BSBMGT605 Provide Leadership across Organisation

Expected course duration: 44 weeks

BSB51915 Status on National Register: Current



NATIONALLY RECOGNISED
TRAINING