



HIGH PERFORMANCE MANAGEMENT



THE OUTCOMES

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 High Performance Management course (BSB50420 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 BSB50420 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 BSB50420 Diploma of Leadership and Management. It is designed to deliver measurable results and an identifiable Return on Investment to the organisation.

Further information & bookings: Visit www.lma.biz or call 1800 333 270

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 01

ACCEPTING THE CHALLENGE

The Challenge for Today's Manager

The Manager's Role

Essential Management Skills

Exercising Authority and Power

Developing Personal Leadership

MODULE 02

MAXIMISING YOUR PERFORMANCE

Benefits from Maximising Your Personal Performance

The Importance of Setting Goals

Your Approach to Prioritisation

MODULE 03

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 04

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 05

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 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

MODULE 07

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 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

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.

MODULE
09

**IMPROVING YOUR DEPARTMENT'S
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

MODULE
10

**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
11

**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
12

**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
13

**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
14

**DEVELOPING YOUR PEOPLE
(PART TWO)**

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

MODULE
15

**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
16

**TRANSFORMING YOUR
ORGANISATION**

Your Role as a Transformational
Leader
Growing Tomorrow's 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



**Empowered people.
Better results.**

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), Audio files 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 BSB50420 Diploma of Leadership & Management

CODE	TITLE
BSBMM511	Communicate with Influence
BSBCRT511	Develop Critical Thinking in Others
BSBLDR523	Lead and Manage Effective Workplace Relationships
BSBOPS502	Manage Business and Operational Plans
BSBPEF502	Develop and Use Emotional Intelligence
BSBTWK502	Manage Team Effectiveness
BSBPEF501	Manage Personal and Professional Development
BSBOPS505	Manage Organisational Customer Service
BSBOPS504	Manage Business Risk
BSBSTR502	Facilitate Continuous Improvement
BSBLDR522	Manage People Performance
BSBLDR602	Provide Leadership Across the Organisation



NATIONALLY RECOGNISED
TRAINING

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

BSB50420 Status on National Register: Current

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