



Reach **to** *Achieve*
C O N S U L T I N G

• systems • people • processes

TRAINING DIRECTORY 2011

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"Improving Business Performance"

Please contact us with any enquiries in relation to our workshops... and remember we can customise the programs to your specific requirements!

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■ systems

■ people

■ processes

TABLE OF CONTENTS

1. [APPROACH TO TRAINING](#)

1.1. [The 3 Key Areas to Cover In Training](#)

1.2. [Reach to Achieve Approach to Training](#)

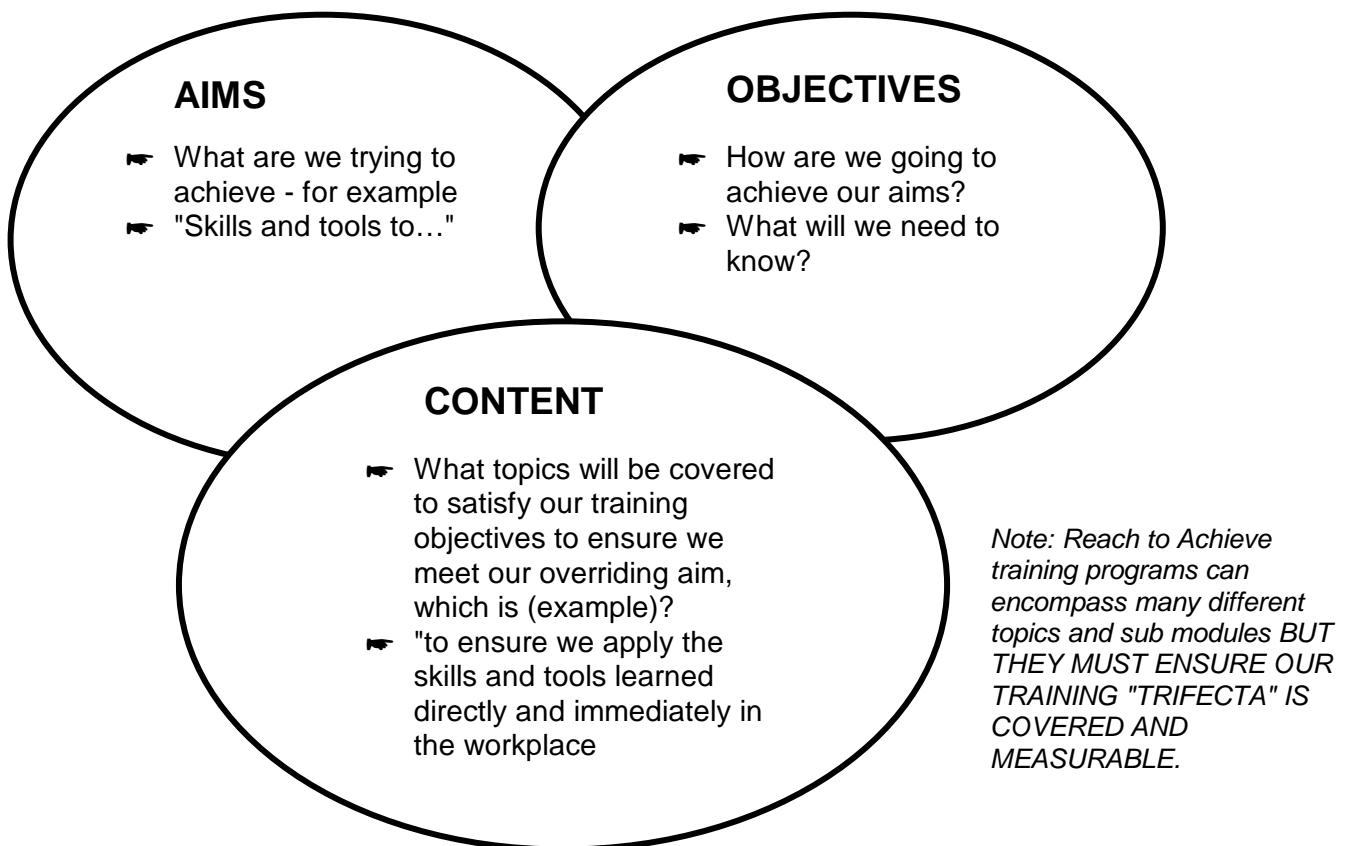
6. [PEOPLE MANAGEMENT](#)

6.2. [Managing People for Better Performance - 1 Day Course](#)

6.3. [Team Building With A Difference! - 1 Day / Half Day Course](#)

1. APPROACH TO TRAINING

1.1. The 3 Key Areas To Cover In Training ...



By following the above "TRAINING TRIFECTA" MODEL we will ensure that regardless of topics and participant mix selected we have the best chance of measuring the success of Reach to Achieve Training Programs.

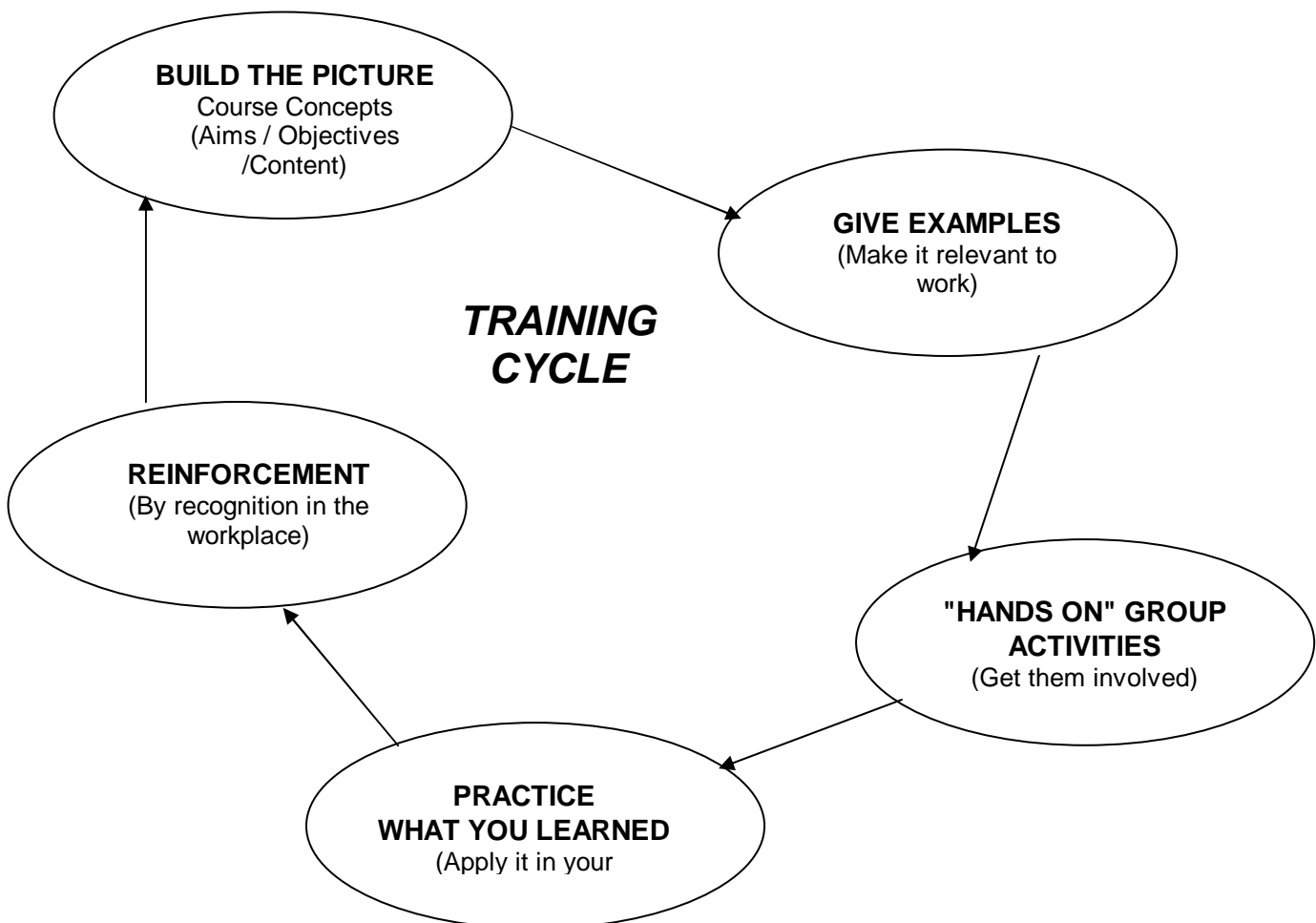
1.2. Reach to Achieve Approach to Training

It has to be worth the "FEE"

- ☛ FUN
- ☛ ENTERTAINING
- ☛ ENLIGHTENING

Achieve these; relate it to your workplace and performance improvement will happen.

The interactive group based approach works best for us and has the most immediate impact in the work place. The approach is consistent for all sessions, for all groups. It is best demonstrated as follows:



6. PEOPLE MANAGEMENT

6.2. Managing People for Better Performance – 1 Day

SESSION AIM: To present participants with the skills and tools necessary to understand how to engage and involve all the people in your organisation to maximise their potential for individual and organisational performance improvement

OBJECTIVES:

- Understand the importance of addressing systems people and processes when considering performance management
- Learn how to maximise involvement and results from your people
- Apply the People "Trifecta" of Accountability / Responsibility and Performance
- Appreciate the difference between leadership and management and the influences that affect everyone's performance
- Identify and apply key people skills in relation to communication, delegation and motivation
- Appreciate how to address conflict in the workplace to improve outcomes
- Appreciate how to create a motivating work environment to introduce rewards and recognition schemes that lead to improve productivity

CONTENT:

- Systems, People Processes
- Power and Influences that affect Performance
- Communication, Motivation, Delegation
- Planning & Controlling Framework
- Dealing With Conflict
- Creating A Performance Culture
- Group Activities linking the main concepts

SESSION OUTCOMES:

At the end of this workshop people will be able to apply strategies to maximise team participation and individual performance and better understand group dynamics and how to manage these situations to achieve objectives. In addition people will have some strategies to apply to overcome resistance to change, engage your people to perform better and apply the tools learned immediately back in their workplace.

■ systems

■ people

■ processes

6.3 Team Building With A Difference! Half / 1 Day Workshop

SESSION AIM: To present participants with the skills to explore, use and apply the key team building tools necessary to achieve effective and sustainable team performance improvement by addressing the relevant 4 core business areas of Finance / Process / Customer / People

OBJECTIVES:

- Understand what makes Good Teams
- Appreciate the 4 key communication “laws” to follow for effective team performance
- Be able to practice the skills of brainstorming, problem solving and facilitation
- Understand a simple, fun but incredibly powerful self assessment profile tool – “D.R.C” to make sure you choose the right mix on your work team!
- Be able to measure team performance across the 4 core business areas of Finance / Process / Customer / People
- Appreciate the influence of people in determining successful team outcomes
- Understand, appreciate and apply the key skills of teamwork, delegation, communication, motivation, humour, listening, respect and conflict resolution in a team environment
- Understand that effective team performance is a collaborative process – do things in isolation, things happen in isolation

CONTENT:

- Team profiles and essential mix for success
- Communication styles in teams
- Identifying the appropriate composition characteristics of good team players to address problem solving, task analysis, communication, process review and productive outcomes
- Brainstorming and facilitation techniques
- 4 core business areas for team building and high performance teams
- Measurable Group Team Building Activities addressing the core areas of business from a team building perspective

SESSION OUTCOMES:

At the end of this team building workshop, you will be able to plan for and implement team performance improvement techniques. You will also function more effectively, confidently and openly in a team environment and have a greater awareness of your role and impact on team performance to improve business outcomes.

Note: The course can be easily customised to suit your particular needs for example if you feel you only need to address certain core business areas not all of them