



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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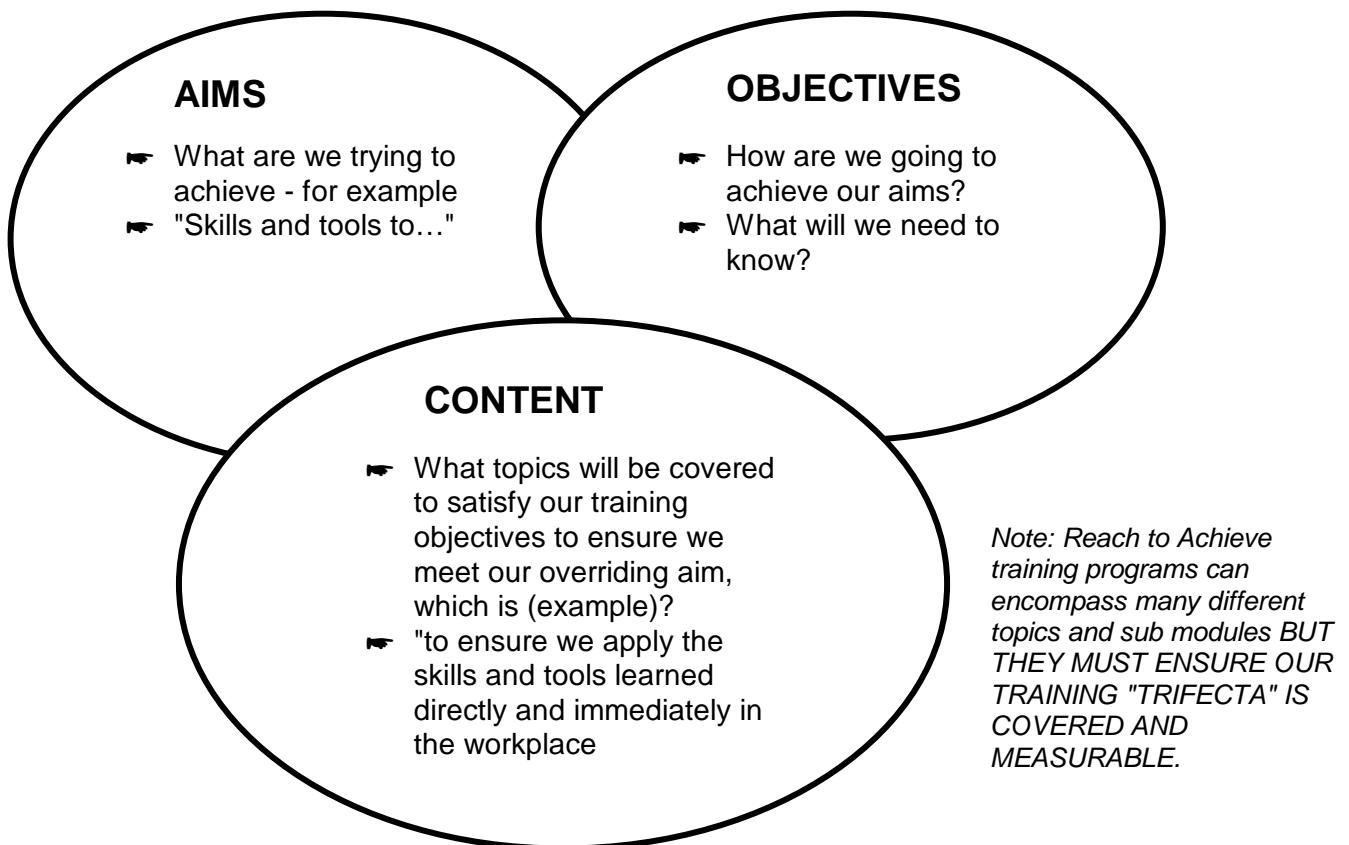
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1. APPROACH TO TRAINING

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.

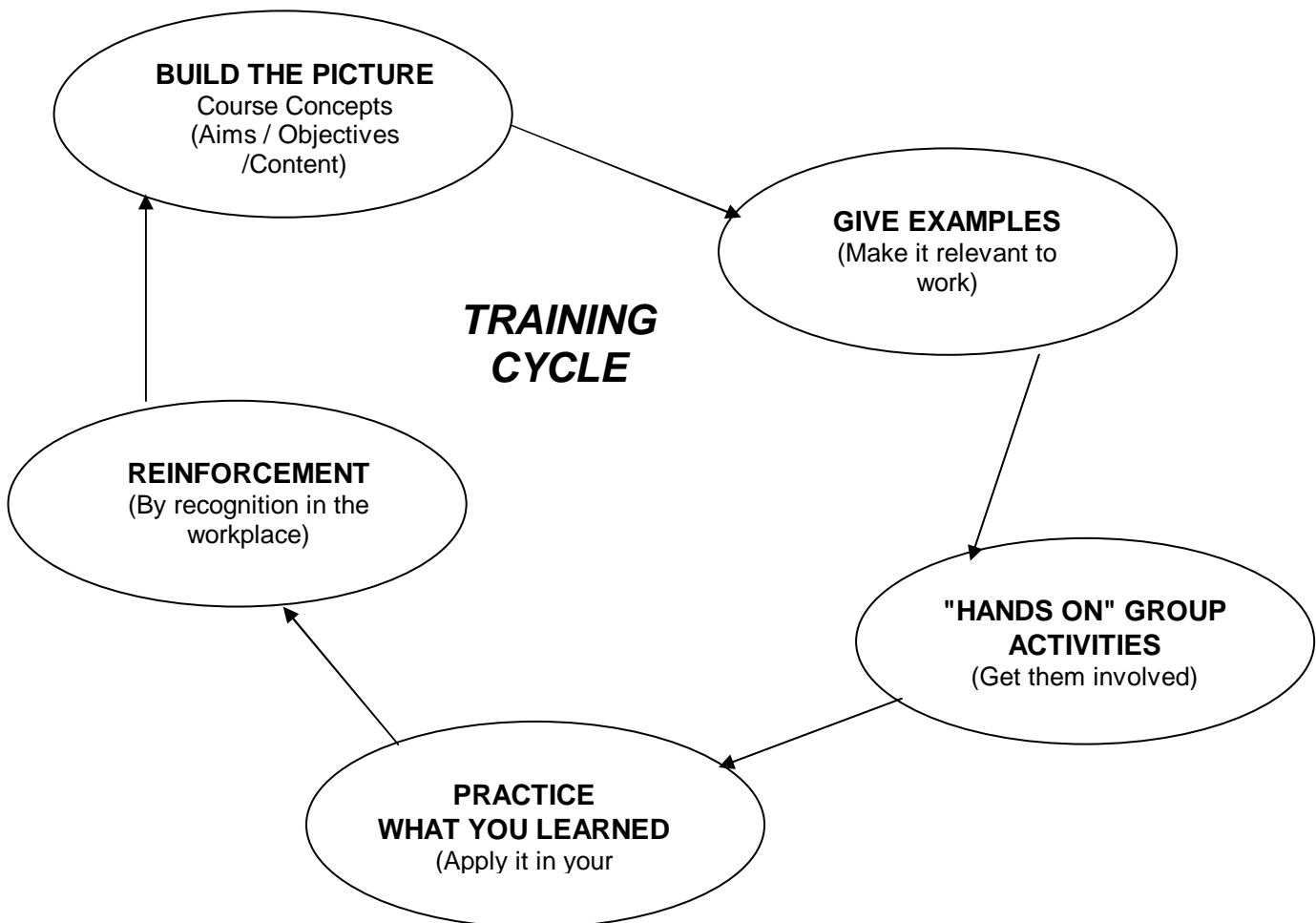
1.2. Reach to Achieve Approach to Training

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

6.1. Supervisor/Manager Development Training - 5 Days

OVERALL SESSION AIM:

To present participants with the skills and tools necessary to better understand their roles as supervisors/managers and understand and appreciate the variety of skill sets required by the modern supervisor/manager in today's business environments and to be able to apply the principles and tools learned to improve their performance as supervisors/managers

OVERALL SESSION OBJECTIVES:

- Understand the importance of seeing the big picture in their dealings with staff, customers and suppliers
- Understand the variety of skill sets required in their roles
- Appreciate the balance required of people and organisational skills
- Understand the importance of tackling systems, people and processes when measuring performance
- Appreciate the importance of having verbal and written communication skills
- Be able to pull together large amounts of information and collate into concise reports for upper management
- Be able to apply the tools learned to better manage their roles their workplace

SESSION CONTENT:

- Day 1 - Session 1 - [Management Systems](#)
- Day 1 - Session 2 - [Planning & Organising](#)
- Day 2 - Session 3 - [Process Improvement](#)
- Day 2 - Session 4 - [People Management](#)
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- Day 4 - Session 7 - [Report Writing](#)
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- Day 5 - Session 9 - [Pulling It All Together](#)
- Group Activities Linking The Main Risk Management Tools

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6.1. Supervisor/Manager Development Training - 5 Days

DAY 1 - MANAGEMENT SYSTEMS/PLANNING & ORGANISING

Session 1 - Management Systems

Session introducing participants to the course and its overall content, aims and objectives - introducing the core them of systems, people and processes to build on over next 5 days.

SESSION AIM:

To present participants with the skills and tools necessary to understand some key strategies to adopt when evaluating organisational performance.

SESSION OBJECTIVES:

- Understand that Business Management Systems are made up of Systems, People and Processes.
- Understand the importance of the linkage between financial and operational data when assessing organisational performance
- Understand the importance of linking Key Performance Indicators for summary Management Reporting
- Understand the philosophy behind the Balanced Scorecard Approach to organisational performance
- Be able to understand the linkage between the 4 core areas of the Balanced Scorecard - Finance, Process, Customers, Learning & Growth (People)
- Understand the importance of being able to use supporting systems to get the data when deriving your Balanced Scorecard Measures
- Be able to apply the tools learned in their workplace to better manage organisational performance

SESSION CONTENT:

- Organisational Performance Overview
- Business Management Systems
- People, Systems and Processes
- Key Performance Indicators
- Management Reporting
- The Balanced Scorecard
- Group Activities linking the main concepts

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6.1. Supervisor/Manager Development Training - 5 Days

DAY 1 - MANAGEMENT SYSTEMS/PLANNING & ORGANISING

Session 2 - Planning & Organising

Session introducing participants to basic planning and organising techniques to lay foundations for process improvement, people management and report writing sessions later.

SESSION AIM:

To present participants with the skills and tools necessary to understand plan and organise their own work and groups work better and relate the techniques to their workplace

SESSION OBJECTIVES:

- Understand that cycle of Objectives, Planning, Organising, Leading, Controlling, and Communicating
- Understand and implement the 8 Step Planning Process
- Understand and use key planning tools - Gantt Charts and Visual Planning Charts
- Understand the importance of Control Systems in the planning process
- Be able to plan resource use to achieve targets
- Be able to monitor resource usage and operational performance
- Be able to apply the tools learned in their workplace to plan and organise work better

SESSION CONTENT:

- Planning Overview
- Setting Objectives
- Using Planning Tools
- Control Mechanisms
- Management Cycle - Responsibilities
- Building Contingency Plans
- Group Activities linking the main concepts

6.1. Supervisor/Manager Development Training - 5 Days

DAY 2 - PROCESS IMPROVEMENT /PEOPLE MANAGEMENT

Session 3 - Process Improvement

Session introducing participants to process improvement concepts and techniques to assist in linkage with people management and risk management review sessions later.

SESSION AIM:

To present participants with the skills and tools necessary to implement Process Improvement programs and understand that Continual Process Improvement involves everyone in the organisation and the results need to be measured.

SESSION OBJECTIVES:

- Appreciate the 4 levels of management systems and the need to identify relevant levels in terms of process improvement
- Understand what Quality is and the importance of the linkage between management systems and the 8 Quality Management Principles
- Be able to understand how the impact of the quality management principles links in to overall continual improvement plans
- Understand the importance of focusing on process not people to achieve long term sustainable measurable quality improvements
- Understand the importance of teamwork and planning to achieving continual process improvement
- Understand and apply the 4 stages required for process improvement
- Be able to apply the tools learned in their workplace to better manage process improvement

SESSION CONTENT:

- Process Improvement & Continual Quality Improvement
- 8 Quality Management Principles
- Process Improvement Tools
- Planning for Continual Improvement
- Process Analysis, Redesign & Measurement
- Process Impact, Value and Cost Benefit Analysis
- 4 Stages for Process Improvement
- Group Activities linking the main concepts

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6.1. Supervisor/Manager Development Training - 5 Days

DAY 2 - PROCESS IMPROVEMENT /PEOPLE MANAGEMENT

Session 4 - People Management

Session introducing participants to importance of being able to supervise/manage staff and communicate with people in our jobs to get the best results - (split over two half sessions) with linkage to previous and future sessions - systems, processes, people.

SESSION AIM:

To introduce participants to the role of the supervisor, skills required and their position in building teams and handling conflict in the workplace

SESSION OBJECTIVES:

- Understand the skills required for success - technical, interpersonal and conceptual
- Use skills acquired to resolve conflict - positive and negative conflict
- Identify human factors affecting supervisor's role
- Be able to cultivate a team environment
- Identify key activities for team building
- Apply appropriate leadership skills to situations
- Be able to apply the tools learned in their workplace to better manage people

SESSION CONTENT:

- Role of Supervisor / Manager
- Team Development
- Conflict Handling
- Group Activities linking the main concepts

6.1. Supervisor/Manager Development Training - 5 Days

DAY 3 - PEOPLE MANAGEMENT /RISK MANAGEMENT

Session 5 - People Management

Session following on from previous day on supervisory skills, team development and conflict handling covering skills of management - communication, delegation and motivation in the workplace.

SESSION AIM:

To introduce participants to the important skills required of supervisors - communication, delegation and motivation

SESSION OBJECTIVES:

- Identify and apply key human resource skills of communication, delegation and motivation
- Be able to establish a motivating environment
- Be able to differentiate between various styles of communication and their appropriateness for varying purposes
- Understand the "Communication Process" and other key Communication Skills
- Understand the delegation process
- Identify how to motivate to improve productivity
- Be able to apply the tools learned in their workplace to better manage people

SESSION CONTENT:

- Communication Process
- Communication Styles
- Levels of Communication
- Delegating
- The Delegation Process
- Delegation Self Assessment
- Motivation or Morale
- Motivating for Improved Productivity
- Motivators and Demotivators
- Group Activities linking the main concepts

6.1. Supervisor/Manager Development Training - 5 Days

DAY 3 - PEOPLE MANAGEMENT /RISK MANAGEMENT

Session 6 - Risk Management

Session introducing basic risk management tools and techniques stressing close link with management reporting, process improvement and people management.

SESSION AIM:

To present participants with the skills and tools necessary to understand what risk is and to apply the principles and tools for risk management to their respective businesses

SESSION OBJECTIVES:

- Understand what Risk is (by definition - AS/NZS Standard 4360:2004)
- Understand what is meant by managing risk
- Understand the 5 key steps for managing risk
- Understand the importance of communication, consultation, monitoring and review as tools to support the 5 key steps for managing risk
- Understand how to determine levels of risk
- Be able to prepare a basic risk assessment plan prioritising tasks according to identified risk potential
- Be able to apply the tools learned to better manage risk in their workplace

SESSION CONTENT:

- Risk Management Overview
- What is Risk?
- Managing Risk
- Process for Managing Risk
- Determining Levels of Risk Using Likelihood ("L") and Consequence ("C") "factors"
- Group Activities Linking The Main Risk Management Tools

6.1. Supervisor/Manager Development Training - 5 Days

DAY 4 - REPORT WRITING /PERFORMANCE MANAGEMENT

Session 7 - Report Writing

Session introducing basic report writing tools and techniques, pulling together the other steps learned from previous days - processes, people and systems, to gather data and present information in a concise and value adding fashion

SESSION AIM:

To present participants with the skills and tools necessary to be able to prepare a basic management report as required (business plans / operational plans / audit plans etc)

SESSION OBJECTIVES:

- Distinguish between the types and levels of management reports required
- Understand what is meant by a SWOT analysis
- Be able to report on measurements and standards
- Be able to develop action plans arising from report outcomes
- Understand the basic layouts required for reports and when to use them
- Be able to present and "sell" the relevant report / proposal
- Be able to apply the tools learned to better manage risk in their workplace

SESSION CONTENT:

- Distinguish between types of reports/plans you can use
- Purpose of reports/plans
- Key components
- What people look for in reports/plans
- "Selling" your report / plan
- Group Activities Linking The Main Risk Management Tools

6.1. Supervisor/Manager Development Training - 5 Days

DAYS 4/5 - REPORT WRITING /PERFORMANCE MANAGEMENT

Sessions 8/9 - Performance Management

Session consolidating and summarising what we have done over last week - report writing, planning, process improvement opportunities, people management, risk management into a final exercise pulling it all together from a measurement review perspective across finance, process, customers and people.

SESSION AIM:

To present participants with the opportunity to review and consolidate learning outcomes from past four days by reviewing one exercise which identifies all key component session from the course and prepares final report to management with key performance measures identified and reported on.

SESSION OBJECTIVES:

- Consolidate all sessions outcomes from previous 4 days
- Prepare final summary report
- Identify key risks from case study
- Identify process improvement opportunities
- Identify people management issues and opportunities
- Be able to report on issues in report and strategy plan across finance, process, customers, people
- Be able to apply the tools learned to better review performance management in the workplace.

SESSION CONTENT:

- Review previous session key points
- Systems, People Processes
- How To Get What You Want
- Summary issues to consider
- Group Summary Reports / Plans for Presentation
- Group Activities Linking ALL Tools Learned over last 4/5 days
- Review of last 5 days
- Thank "Yous" and Celebrate Achievements!

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