

HIGH PERFORMANCE PROGRAMS

High Performance Leadership

- Principles of Leadership
- Practices of Empowering Leaders
- The Five Leadership Roles
- Leadership Practices: Self-Assessment
- Personal Productivity
- Fundamentals of HP Teams
- Performance Expectations
- Empowering Others for Success

Emotional Intelligence (Self-Mastery)

- The Integrity Model
- Conquer Your Key Moments
- Embrace Reality
- Exercise Responsibility
- Clarify Your Vision
- Define Your Purpose
- Act with Integrity
- Value Who You Are

The Trust Factor

- The Trust Imperative
- Collusion
- A Change of Heart
- Face to Face Communication
- Interpersonal Dialogue: Core Principles
- Interpersonal Dialogue: The Steps
- Harnessing Harmful Behavior
- Strengthening Our Relationships

Developing High Performance Teams

- Fundamentals of HP Teams
- The Team Charter
- Effective Meetings
- Customer Focus
- Managing the Process
- Team Member Roles and Responsibilities
- Setting Goals and Keeping Score

Skills for High Performance Teamwork

- Basic Communication
- Giving and Receiving Feedback
- Group Dynamics
- Team Decision Making
- Team Problem Solving
- Conflict Resolution
- Time Management

Principles of High Performance

- Traditional vs. HP Paradigms
- Characteristics of High Performance
- Building Trust
- High Performance Tools and Plans

Assessing your Organization for High Performance

- The Transformation Model
- Current Results
- Business Environment
- Current Strategy
- Core Process
- Structure
- Systems
- Culture
- Opportunities and Plans

Developing a High Performance Strategy

- Overview of Strategy
- Analyzing the Business Environment
- Forecasting the Future
- Creating Core Ideology
- Defining your Strategic Direction
- Defining your Competitive Advantage
- Setting Goals
- Creating a Master Plan



VANGUARD FACILITATORS

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Improving performance in your organization by leveraging models from the Technology of Participation™ and the Center for Organizational Design (360 Solutions).

ToP™

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VANGUARD FACILITATORS

Creating High Performance Organizations



INVEST IN YOUR PEOPLE
INVEST IN YOUR TEAM
INVEST IN YOUR COMPANY'S SUCCESS

WHY HIGH PERFORMANCE?

While many training and consulting companies across North America concentrate on improving employees' technical skills and daily processes, 360 Solutions has a unique vision. Our goal is to prove that no amount of technical training can motivate and empower employees like human development training. The distinction is our model of the high performance business, rather than traditional models that have dominated the business world in the past. For example:

Internal focus → Customer focus

Management control → Work teams monitor

Narrowly defined jobs → Multi-skilled staff

Focus on technical skills training →

Total employee development
(business + teamwork)

Our full range of integrated programs helps individuals, teams and organizations make the move to *High Performance*, where all employees feel and act like partners in the business. The learning materials are flexible, versatile, experiential, proven and technically sound.

Through simulations, case studies, behaviour modeling, application exercises, group discussion and skill building, employees walk away with the advanced competencies identified in the *High Performance Model*.

WHY JIM ROSCOE?

He made everything clear, and understanding the course was easy. He gave good examples to questions to make us understand what a specific topic meant. - **CUETS** (Credit Union MasterCard)

*"Kept it moving & kept us in check."
"You lead very well." "Awesome job!"*

- **CAPS** (Canadian Association of Professional Speakers, Saskatchewan Chapter)

WHAT ARE THE CHARACTERISTICS OF HIGH PERFORMANCE ORGANIZATIONS?

- ❖ Customer focused
- ❖ Decentralized structure with autonomous, self-regulating work units
- ❖ Planning and coordination done by work teams
- ❖ Jobs are broadly defined and employees possess multiple skills
- ❖ There may be many ways to achieve same level of performance
- ❖ Minimum of rules. Values and common sense govern behaviour
- ❖ Department boundaries determined by task inter-relationship (product or process focused)
- ❖ Training focuses on total employee development (e.g. business understanding, teamwork, etc.)
- ❖ Rewards based on contributions to effectiveness of team
- ❖ Employees viewed as partners
- ❖ Quality of life of employees is imperative to company

THE HIGH PERFORMANCE MODEL

