



## HIGH PERFORMING ORGANIZATIONS

### COURSE OVERVIEW AND INSTRUCTIONAL GOALS

**COURSE LENGTH:** 8 Hours (1 Day)

**COURSE OVERVIEW:** This course defines the fundamental steps, process, and leadership behaviors needed to create and maintain a high performing organization. A logical process will be defined, which details a building block approach to creating high functioning teams and organizations. Leadership vs Management is also discussed, and the need for trust as the core foundation to unleashing the organization. This course is lecture based, however, team and small group exercises are also a part of this course.

**INSTRUCTIONAL GOALS:** Upon completion of this course the attendee will be familiar with:

1. Organizational Culture
2. Trust in the Organization
3. Engagement at All Levels
4. The Destination Pyramid
5. Shared Values and Mission
6. Performance Measures and Accountability
7. Leadership Behaviors
8. Creating Purposeful Change
9. Practical Exercises

#### **AGENDA:**

##### Day One

0800-0900	Course administration & Introductions
0900-1000	Types of Trust and Building Trust
1000-1045	Engagement at All Levels
1045-1130	Leadership Behaviors and Organizational Culture
1130-1230	Lunch (not provided)
1230-1330	Human Motivation
1330-1700	The Destination Pyramid

#### **COURSE OUTLINE:**

- I. Course Administration
  - a. Course overview
  - b. Learning objectives
  - c. Agenda
  - d. Housekeeping
  - e. Introductions
  
- II. The Types of Trust and Building Trust
  - a. Three Types of Trust
  - b. Trust Effects
  - c. Behaviors that Build Trust in the Organization



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- III. Engagement at All Levels
  - a. Clear direction
  - b. Definitions
  - c. Information
  - d. Reinforcing behavior
  - e. Group exercises
  - f. Keys to employee engagement
  - g. Leadership impacts on discretionary effort
  
- IV. Leadership Behaviors and Culture
  - a. Organizational (group) culture
  - b. Socialization
  - c. Group culture levels and impacts
  
- V. Human Motivation
  - a. Three Conditions to Maximize Employee Motivation
  - b. Creating the Correct Work Context
  
- VI. The Destination Pyramid
  - a. Ethical Actions
  - b. Shared Values and Mission
  - c. Behaviors and Skills
  - d. Performance Measures and Accountability
  - e. Productivity and Goals
  - f. Purposeful Change
  - g. Ideas and Creativity
  - h. Organizational Success

#### CO-HOST LOGISTICAL REQUIREMENTS:

##### Classroom

- Adequate seating for the number of students attending, with tables.
- Whiteboard with markers
- Flip chart with paper

##### Audio Visual

- Projector for computer presentation
- Large projection screen (minimum of 6' X 6')
- Speaker system to connect to laptop for audio (or ability to plug in a thumb drive to an existing system).
- Extension cord and power strip

##### Other

- Access to copier



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#### STUDENT EQUIPMENT LIST:

- This course is classroom based.
- Laptop computer is helpful but not required (thumb drives will be handed out to students containing the course materials).
- Business casual dress