

Soft-Train



*At Soft-Train
Technology Works*

Igniting Commitment: Engaging Employees for Breakthrough Performance (2 Days) ST00082

COURSE GOAL: Learn how to get more out of a team or employees, create excitement and engagement that leads to greater motivation and productivity.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Build trust, loyalty and excitement across the organization.
- Align employees with organizations strategic plans.
- Improve engagement, motivation and retention.
- Maximize talents and strengths of the workforce.

KEY TOPICS:

I. Topsy-Turvy: The Sky is Falling

- A. The World Turned Upside Down
- B. The Crazy 1990s
- C. Collapse
- D. The Special Case of the Best and Brightest
- E. Recovery and Productivity

II. The Psychological Recession

- A. How to Recognize Psychological Recession
- B. A Psychological Recession is Self-Fulfilling
- C. Perception versus Reality
- D. Who is Affected
- E. Why it Matters

III. Feelings Matter – “Soft” is “Hard”

- A. Upper Management Only Wants Results
- B. Heart Trumps Head
- C. People are not Commodities
- D. Commitment is not Kindness

IV. Bad Management is (REALLY) Expensive

- A. Many Employees Feel Negatively about Work
- B. The Gallup Surveys of Engagement
- C. Engagement and Productivity
- D. What All This Data Means

V. Good Management (REALLY) Makes Money

- A. It's the Interaction Between Employees and Customers
- B. Good Management is Profitable
- C. Best Companies to Work for
- D. Commitment Can Take Many Forms
- E. Widening the Road to Success

VI. Commitment and Engagement

- A. Nurturing Commitment and Engagement
- B. Ask the Right Questions
- C. Hire the Right People
- D. Getting It Wrong
- E. Getting It Right Count
- F. Morale and Satisfaction Don

VII. Create Significant Relationships Between Bosses and Subordinates

- A. Employee-Boss Relationship
- B. The Special Importance of Trust
- C. Trust and Communication
- D. Relationships at Work
- E. Out of Touch with Subordinates
- F. Leadership and "Average" People
- G. Leaders for the 21st Century

VIII. Strengthen the Bond with Employees by Customizing

- A. Humanize the Workplace
- B. Fair-But Not Identical
- C. Involving Each Employee
- D. Today's Cluster of Priorities

- E. Manage to Success: Customize Recognition
- F. Suggestions for Customization

IX. Achieve a Best Fit

- A. Hiring for Best Fit
- B. Managing to Success
- C. Really Know Expectations and Priorities
- D. The Question of Risk
- E. Risk and Corporate Culture
- F. Asking the Right Questions

X. How Are We Doing Economically?

- A. Why Many People Feel Defenseless
- B. The Perception of Change is Greater Than the Reality
- C. Few Free Agents in Work Force
- D. Scared, Passive, Cynical

XI. A 21st Century Safety Net

- A. Goals for a 21st Century Safety Net
- B. Critical Elements of a Safety Net
- C. Education Reform
- D. Healthcare Reform
- E. A New Vision For Collaboration
- F. More Ideas About a Modern Safety Net

XII. Psychology is more Important than Economics

- A. America's Strengths
- B. The Threat from Other Countries
- C. Lose the Fear and Release the Energy