

Soft-Train



*At Soft-Train
Technology Works*

Greater Productivity Through Improved Work Processes (2 Days) ST00084

COURSE GOAL: Obtain the tools and techniques required to cut task time dramatically and achieve better results from every action taken.

PREREQUISITES: None.

LEARNING OBJECTIVES:

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

- Pinpoint where you need to take control and engage the team
- Effective process and retain critical information
- Improve comprehension and focus
- Perform better when juggling people, paper and priorities
- Measure and Analyze the process
- Organize everyone to achieve a common goal
- Create a program for change

KEY TOPICS:

I. Engaged Team Performance, What and Why

- A.** Engaged Team Performance at a Glance
- B.** As the Pendulum Swings
- C.** Early Ideas
- D.** From the Outside In
- E.** Individual Goals
- F.** Is it Process or Performance?
- G.** Changing Processes
- H.** Power to the People
- I.** The Right Performance Metrics
- J.** Team Goals
- K.** The Fluid Organization of the Future
- L.** Expectations, Rewards, and the Motivation to Excel
- M.** The New Age of Collaboration

II. Deploying Engaged Team Performance Within Your Organization

- A.** Eight Steps to Deploying Engaged Team Performance
- B.** Commit to Change
- C.** Measure and Analyze the Process
- D.** Streamline the Work
- E.** Make the Work and Data Visible
- F.** Organize the Team
- G.** Set Team Goals
- H.** Lead the Transition
- I.** Sustain the Team's Performance

III. The Path Forward

- A.** The Role of Senior Leadership
- B.** Vision and Benchmarking
- C.** Proactive Management of Expectations
- D.** Functional Review
- E.** A Program for Change
- F.** Process and Value Stream Management
- G.** Information Technology Systems, Sourcing and Shoring
- H.** Audit and Certification
- I.** Stay Out of the Way
- J.** Breakthrough