

THE CONCERT

Reinforcing and building on the systems-thinking approach to human performance managers learned in SYMPHONY through simulation and real-world applications.

		MODULES	KEY LEARNING OUTCOMES	ACTIVITY DESCRIPTION	
STRATEGICALLY CUSTOMIZED	<input type="checkbox"/>	30 minutes	Influencing Human Performance	<ul style="list-style-type: none"> Share past successes from implementing SYMPHONY. Learn 14 new SYMPHONY best practices. 	<ul style="list-style-type: none"> Participants share personal successes at implementing the systems-thinking approach from SYMPHONY and align the best practices to the six influences. Participants identify the top six best practices that they believe would deliver the greatest business impact.
	<input type="checkbox"/>	60 minutes	Round 1 of THE CONCERT Simulation and Simulation Team Debrief	<ul style="list-style-type: none"> In simulation teams, become familiar with the simulation navigation and scenario. Learn the “balanced scorecard” approach to decision making that is introduced in this round of the simulation. Begin to apply best practices and the systems-thinking approach to managing individuals in the scenario. 	<ul style="list-style-type: none"> Participants are introduced to THE CONCERT simulation scenario. Each team of participants takes on the role of “manager,” leading the virtual team in the simulation scenario and navigating through multiple rounds of varied simulation experiences.
	<input type="checkbox"/>	40 minutes	Connecting to the Simulation	<ul style="list-style-type: none"> Create an overall strategy on how to deal with each member of the team. 	<ul style="list-style-type: none"> In teams, participants review the profiles of each team member from the simulation, considering each one’s strengths and developmental needs. They apply the six influences and best practices to develop strategies on how to best manage each individual through the upcoming simulation rounds.
	<input type="checkbox"/>	70 minutes	Round 2 of THE CONCERT Simulation and Simulation Team Debrief	<ul style="list-style-type: none"> Learn to apply best practices to real work challenges, including balancing needs and expectations and setting priorities. Learn how the systems-thinking approach leads to more effective decision making. 	<ul style="list-style-type: none"> Teams experience greater complexity in this 60-minute simulation round. They determine how to best manage their virtual team that is gaining more and more responsibility in the simulation scenario. Teams debrief their effectiveness and use of the six influences.
	<input type="checkbox"/>	40 minutes	Dealing with a Performance Challenge	<ul style="list-style-type: none"> Reinforce learning from the decision making in the simulation through detailed analysis. Learn how to more effectively resolve challenging situations. 	<ul style="list-style-type: none"> Teams apply the systems-thinking approach, influences, and performance tools to a significant challenge they are facing with one of their virtual team members in the simulation scenario. They determine ways to improve the performance of each of their virtual team members and translate these decisions into solutions for handling real-world performance issues.
	<input type="checkbox"/>	70 minutes	Round 3 of THE CONCERT Simulation and Simulation Team Debrief	<ul style="list-style-type: none"> Learn to apply best practices to real work challenges. Learn how the systems-thinking approach leads to more effective decision making. 	<ul style="list-style-type: none"> In this 60-minute simulation, teams must determine how they can most effectively manage their virtual team in the simulation scenario, who is under increasing pressure to deliver desired results. Teams specifically identify best practices with difficult decisions applied in Round 3.
	<input type="checkbox"/>	40 minutes	Our Real World	<ul style="list-style-type: none"> Make connections between the simulation and their real world by applying their new learning to challenges they are facing back on the job. Reinforce learning from the decision making in the simulation through detailed analysis. 	<ul style="list-style-type: none"> Considering what they’ve learned in the simulations, tables discuss current on-the-job challenges. Each participant creates an action plan to address a performance gap or challenge faced in their real world.
	<input type="checkbox"/>	55 minutes	Round 4 of THE CONCERT	<ul style="list-style-type: none"> Learn the importance of adding value to all stakeholders (balanced scorecard). 	<ul style="list-style-type: none"> Teams complete their final responsibilities of managing the virtual team in the scenario and see the outcomes of their decisions in this 50-minute simulation round. They review their balanced scorecard from the simulation and reflect on key learnings from their virtual management experience.
	<input type="checkbox"/>	50 minutes	A Look in the Mirror	<ul style="list-style-type: none"> Gain insights to their personal effectiveness with their teams with a structured SCORE sheet. Develop action plans for back on the job that reflect key discoveries from the entire day, their teams’ feedback, and their personal reflections. 	<ul style="list-style-type: none"> Participants go back to reality, analyzing their on-the-job performance during the past few months and reviewing their survey results. Comparing their personal reflections and their team feedback, participants consider all their discoveries from the day and write actions they will take back on the job to improve their effectiveness.

PERFORMANCE MASTERY

BTS
Catalysts for Profitability and Growth