

MODULES		KEY LEARNING OUTCOMES	ACTIVITY DESCRIPTION
<input type="checkbox"/>	20 minutes	<ul style="list-style-type: none"> Understand the positive correlation between companies who excel in the people management process and excel in bottom-line results Realization that the manager is the lynchpin in driving higher levels of engagement and productivity 	<ul style="list-style-type: none"> Using a set of myths and realities cards, participants identify the nature of a highly engaged workforce. Participants explore opportunities to impact engagement and performance in their organization.
<input type="checkbox"/>	50 minutes	<ul style="list-style-type: none"> Understand the importance of establishing clear goals in the role of performance management Know how to create alignment and clarity through effective goal setting 	<ul style="list-style-type: none"> Using table discussion reader cards and peer dialogue, participants debate the three key elements of effective goal setting, then discuss the power of cascading goals down to the individual performer.
<input type="checkbox"/>	90 minutes	<ul style="list-style-type: none"> Learn the six SYMPHONY influences for obtaining peak performance and the value of using a consistent and shared language to drive performance Learn roles and responsibilities of managers and performers in achieving business results Learn to "look in the mirror" first when managing performance 	<ul style="list-style-type: none"> Participants use an individual score sheet to determine the sequence of addressing a typical performance challenge. Teams work to reach consensus on a group answer, discovering that no common language exists in their organization. A model sort is revealed and debriefed and the value of a shared language is discussed.
<input type="checkbox"/>	60 minutes	<ul style="list-style-type: none"> Learn the broad range of tools available to managers for improving performance Understand the time and cost associated with each key influence Realize the impact managers have on achieving peak performance by using the low-cost tools aligned with Expectations and Feedback 	<ul style="list-style-type: none"> Teams sort and discuss 42 cards describing tools that impact individual and team performance. Participants discuss the time and cost implications of the categories of those tools, realizing the importance of starting with those over which they have the greatest influence.
<input checked="" type="checkbox"/>	90 minutes	<ul style="list-style-type: none"> Build skill in using SYMPHONY's systematic approach and tools to address typical performance challenges 	<ul style="list-style-type: none"> As a team, participants process five to seven custom performance challenges, developing and sharing an action plan with the group at large.
<input type="checkbox"/>	60 minutes	<ul style="list-style-type: none"> Build additional skill in resolving actual performance challenges participants are facing 	<ul style="list-style-type: none"> Each participant completes a SYMPHONY Score (simple assessment), analyzes their team's current performance, and develops actionable plans to take back to the job.

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