



Symphony

Program Benefits

In a world of constant and rapid change, companies face the ever present challenge of aligning workforces with evolving strategies and goals while, at the same time, creating an environment that fosters peak performance to drive true business results. Symphony, BTS'S Leading Business Results Series, is designed to help organizations accelerate business results. Applying Peter Drucker's metaphor of the manager as a symphony conductor, Symphony provides managers with a systemstinking approach to leading effectively, especially through periods of change. This experiential program utilizes adult learning methods to equip managers with tools and skills needed to assess, plan, and manage individual and team performance.

"Symphony has created a common language for our entire organization. When someone moves, we don't have to go back to square one."

Symphony provides managers and performers alike with:

- A flexible management system that recognizes the inherent differences between performers and the power of using multiple tools to address potential performance issues
- A common language and consistent management process that helps reduce confusion and increase efficiency
- Improved understanding and performance as the result of setting clear expectations and providing frequent bi-directional feedback
- A process for managing change and implementing new strategies
- An understanding of the time and cost relationship of each of the 24 potential performance tools
- The understanding that the performance management process requires mutual accountability between managers and performers
- Management skills for organizations that follow traditional systems to performance management, but especially equips managers in organizations which have begun to venture into newer, provocative approaches to performance management

Program Description

Symphony begins with an exploration into organizational myths and realities about the facts and truths that drive business results.

"We cascaded the entire Symphony-based goal-setting process throughout the world with more than 1000 professionals in 45 days."



Participants learn that the manager is the lynchpin for creating high levels of employee engagement and productivity.

Participants next explore the evolution that has taken place in the workplace and the impact this evolution has had on managerial skills. Managing others today requires knowing how to blend the best of the past and present.

Participants next assume their metaphorical role as the conductor of a symphony orchestra. The use of the symphony metaphor provides for a simple and elegant way for learning and remembering back on the job. They consider the six key factors (influences) that research has proven have the biggest impact on directing human performance: Expectations, Feedback, Resources, and Motivation.

Having explored the six influences framework, the participants next consider a set of 24 performance tools that align with executing performance management. The ensuing discussion, as a result of this engaging activity, invariably revolves around the fact that managers often fail to recognize the full breadth and richness of performance tools available to them and their teams that can help shape and maximize performance. In the process they also build critical human performance problem-solving skills in a systematic, objective approach.

Using the performance influences and tools, participants apply the Symphony model to identify gaps between current and desired levels of performance. Case studies are customized to focus on the client's most important and demanding current organizational challenges. Participants receive multiple cycles of practice and application as they apply the Symphony approach to these relevant client specific cases.

Audience

Symphony is designed for leaders, managers, and individual contributors. As well as being the obvious first step in a comprehensive management development curriculum, it also supports formal planning processes, change management, quality programs, product launches, market segmentation processes, sales management development, and other initiatives in which human performance is the key to achieving results.

Implementation and Customization

Implementation is typically one full day. Workshop size can range from 10 to 300 participants. Case studies are always customized, and learning maps and terminology may be customized to the client's particular market, product, or service.

About BTS

BTS focuses on the people side of strategy, working with leaders at all levels to help them make better decisions, convert those decisions to actions and deliver results. At our core, we believe people learn best by doing. For 30 years, we've been designing fun, powerful experiences™ that have profound and lasting impact on people and their careers. We inspire new ways of thinking, build critical capabilities and unleash business success. It's strategy made personal.

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