

Engaging for Excellence

Creating a Culture of High Performance



Course Description

An organization's culture can be a key competitive advantage, or it's Achilles' heel. Because today's knowledge workers have far more discretion over how much value they actually provide to their employer, creating a culture that engages employees is essential to competitive success. Companies that know how to establish a culture that is motivating and that fosters commitment to the organization have fewer quality defects and safety incidents, less absenteeism, higher customer satisfaction, and are more profitable than those that do not.

Unfortunately, truly engaged employees are about as rare as hen's teeth. A recent global survey showed that only 13% of employees are engaged. *This statistic does not need to be true for your team!*

Engaging for Excellence teaches managers how to take advantage of current research on what really motivates people and how to apply simple techniques that bring out the best in those they lead.

A V A I L
L E A D E R S H I P



About the Presenter

Michael Timms is a Leadership Development and Human Resources Consultant with over 12 years of experience assessing organizational operations, coaching senior leaders and managers, and implementing Human Resources best practices.

Michael has an MBA specializing in HR Management and has held positions such as Management Consultant, HR Manager, and HR Director. As the Founder and President of Avail Leadership, Michael assists businesses develop succession plans that work, effectively address HR related issues, and develop comprehensive leadership and management training programs to improve performance and bottom-line results.

What participants will learn:

Module 1 – What really motivates?

- The major theories of motivation; research supporting current understandings of what really motivates people.
- How and under what circumstances incentives can be used to improve employee performance.
- What is empowerment; inspiring it in others; and how it will benefit you.
- Recognizing good performance; how to do it effectively.

Module 2 – Understanding and Increasing Employee Engagement

- Employee engagement: What is it? How is it achieved? How can it translate into substantial bottom-line results?
- The 12 elements and 4 stages of engagement.
- The managers influence on their team's engagement; simple and effective ways they can improve team performance through creative engagement strategies.
- How to measure the engagement of your workforce; the benefits and drawbacks of engagement surveys.
- Having engagement conversations with individuals on your team.
- Develop tailored engagement strategies for your team.

Module 3 – Strengths Based Management (based on the widely-acclaimed Gallup framework)

- Techniques for identifying employee's strengths.
- Leveraging employee's strengths to improve their performance.
- When weaknesses need to be fixed; when they do not.
- Developing a new mindset that makes all the difference when managing employee performance.
- Focusing on individual employee potential for better performance.
- Organizing teams for maximum benefit.

Module 4 – Avoiding the Most Common Management Mistakes

- Power dynamics in the workplace; how they impact behaviour.
- Use a management self-assessment to identify areas that require attention.
- The 6 most common management mistakes; techniques to avoid making them.

Course Length: 1 Day