

The productivity of individuals or work groups is affected by many factors. Managers can create a less than optimally productive environment through their own poor training, inefficiency or indifference to their workers needs.

Reciprocally, effective Managers bring out the best in people. They see supervising others as an enabling function, one that makes people to do the best job they can. This is far broader than just setting a goal or counselling people whose performance slips.

It begins with making sure the five critical factors or keys, which make up good performance possible, are in place. When they aren't, no amount of performance counselling can induce people to meet their job goals.

To help people find ways to do the good job most of them want to do, you need to make sure they know *what to do*, they *want to do* it, they know *how to do* it, they have a *chance to do* it, and they are *led to* it effectively. These five keys to unlocking peak performance and productivity encourage and enable people to meet their measures of success, keep up their good work and improve on it.

Who is primarily responsible for putting these 5 keys in place? You guessed it – the manager! When you manage each of the keys well, you unlock people's willingness and ability to do their best.

What will I achieve from this course?

This course explains the five areas you need to manage well so that employees can do the good job most of them want to do. You will:

- Know how to establish rules that employees can follow and set goals that employees want to work to work to achieve.
- Know how to use the tools of job design, job placement and motivation to encourage people to do a good job.
- Understand the role that skills, experience, a learning environment and confidence play in peak performance.
- Know how provide the environment that employees need to do a good job.
- Understand the sort of leader you need to be for whom people will want to do a good job.

How long will this course take?

- This course is delivered over two 4-hour sessions. Please see the course schedule for dates.
- On completion you will receive a Certificate of Participation.

