Haward Technology Middle East

COURSE OVERVIEW SS1055
Driving High Performance
(E-Learning Module)

Course Title
Driving High Performance
(E-Learning Module)

Course Reference
SS1055

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs

Course Description

This E-Learning course is designed to provide participants with a detailed and up-to-date overview of driving high performance. It covers the performance management and the stages of performance management cycle; the new continuous performance management cycle; the basic elements necessary for effective performance management; goal setting, transparent communication and collaboration; the employee recognition, regular feedback and reviews and employee development; the effective employee performance management; and what makes performance management systems ineffective and uninspiring.

Further, the course will also discuss the high-performance team; setting clear goals and objectives; laying attainable goals; the state-of-the-art technology; designing comfortable office spaces; getting involved in important decisions and conducting team building activities; the personal growth, eliminating unimportant meetings, motivating employees and managing workload; the continuous evaluation, problem solving tools, six-step problem solving model, the drill down technique and the four-frame model; the eight disciplines of problem solving; the basics of root cause analysis; solving any problem with root cause analysis; and the fishbone diagram, 5 whys and pareto analysis.

During this interactive course, participants will learn the root cause you identified; solve your problem; design and implement the solution; the SWOT analysis and PEST analysis; the benefits of decision tree analysis; the decision tree symbols; the 7 steps to effective decision making.

Course Objectives

After completing the course, the employee will:-

- Apply and gain an in-depth knowledge on driving high performance

- Learn theories of how to drive individual high performance

- Understand and have practiced how to use the various problem-solving tools (such as inductive reasoning, constructive controversy, avoiding logical fallacies etc.)

- Be able to identify the causes of the problems by using root cause analysis, drill down approach, cause and effect relationships, fishbone etc

- Have practiced using brainstorming techniques such as blue sky thinking and mind mapping

- Understand and have practiced using methods such as SWOT and PEST analysis, value analysis, decision trees to determine areas of improvement

- Understand and have practiced how to implement the key principles of high-quality decision making

- Be able to define key stakeholders and their roles in making high-quality decisions

- Understand and have practiced making decisions using the decision cycle approach (Observe, Orient, Decide and Act)

- Understand and have practiced how to use different decision-making tools such as What-if analysis: making decisions by exploring scenarios; Impact analysis: identifying consequences of a decision and Cost benefit analysis: determining whether it is worth it to take a particular decision

- Discuss performance management and the stages of performance management cycle

- Recognize the new continuous performance management cycle look like as well as the basic elements necessary for effective performance management

- Carryout goal setting, transparent communication and collaboration

- Apply employee recognition, regular feedback and reviews as well as employee development

- Employ effective employee performance management and what makes performance management systems ineffective and uninspiring

- Drive a high-performance team, give them purpose, set clear goals and objectives and lay attainable goals

- Provide state-of-the-art technology, design comfortable office spaces, get involved in important decisions and conduct team building activities

- Encourage personal growth, eliminate unimportant meetings, motivate employees and manage workload

- Apply continuous evaluation, problem solving tools, six-step problem solving model, the drill down technique and the four-frame model

- Recognize the eight disciplines of problem solving and apply the basics of root cause analysis

- Solve any problem with root cause analysis and illustrate the fishbone diagram, the 5 whys and pareto analysis

- Address the root cause you identified and solve your problem as well as design and implement the solution

- Carryout SWOT analysis and PEST analysis and discuss the benefits of decision tree analysis

- Illustrate the decision tree symbols and the 7 steps to effective decision making

Who Should Attend
This course provides an overview of all significant aspects and considerations of driving high performance for managers and other technical staff.

Training Methodology
This Trainee-centered course includes the following training methodologies:-
- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee
As per proposal

Course Certificate(s)
Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- **USA International Association for Continuing Education and Training (IACET)**

  Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- **British Accreditation Council (BAC)**

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Driving High Performance

- What is Performance Management?

- What are the Stages of Performance Management Cycle

- What Does the New Continuous Performance Management Cycle Look Like?

- Performance Management Process: The Basic Elements Necessary for Effective Performance Management

- Goal Setting

- Transparent Communication & Collaboration

- Employee Recognition

- Honest and Regular Feedback and Reviews

- Employee development

- What is Effective Employee Performance Management?

- What Makes Performance Management Systems Ineffective and Uninspiring?

- Your System Isn't Fair or Accurate

- Managers are Treating Employee Performance Management as a "Box-Ticking" Exercise

- You Rely Too Much on Paper

- Your System is Focused More on Appraisal than on Coaching

- Driving a High-Performance Team

- Give Them Purpose

- Set Clear Goals and Objectives

- Lay Attainable Goals

- Provide State-of-the-art Technology

- Design Comfortable Office Spaces

- Involve in Important Decisions

- Communicate and Then Communicate Some More

- Conduct Team Building Activities

- Encourage Personal Growth

- Eliminate Unimportant Meetings

- Motivate Employees

- Celebrate Every Win

- Manage Workload

- Continuous Evaluation

- Track and Measure

- Problem Solving Tools

- Six-Step Problem Solving Model

- The Drill Down Technique

- The Four Frame Model

- Eight Disciplines of Problem Solving

- The Cynefin Framework

- Choosing Your Method

- Root Cause Analysis

- The Basics of Root Cause Analysis

- Three Problem-Solving Steps

- Better Communication, Better Analysis

- How to Solve Any Problem with Root Cause Analysis (RCA)

- Define the Problem

- What are the Reasons for the Problem?

- Root Cause Identification

- The Fishbone Diagram

- The 5 Whys

- Pareto Analysis

- How to Address the Root Cause You Identified and Solve Your Problem

- Design a Solution

- Implement the Solution

- Software Tools for Root Cause Analysis, Implementing Solutions, and Evaluation of Solutions

- SWOT Analysis and PEST Analysis

- What is SWOT Analysis?

- When should you use a SWOT analysis?

- What's a PEST analysis?

- When should you use a PEST analysis?

- Comparing SWOT Analysis Vs PEST Analysis

- What's a Decision Tree?

- The Benefits of Decision Tree Analysis

- Decision Tree Symbols

- 7 Steps to Effective Decision Making

- Step 1: Identify the decision

- Step 2: Gather Relevant Information

- Step 3: Identify the Alternatives

- Step 4: Weigh the Evidence

- Step 5: Choose among Alternatives

- Step 6: Take Action

- Step 7: Review your Decision & its Consequences

- Case Studies