

Challenged to balance quality & results?

Need clarity of the results to be achieved?

Does everyone know the contribution they need to make?

### **Approach**

Balancing Quality & Results (BQR) is a supervisory management programme, aimed at those who need to achieve *outstanding quality* and *outstanding results* with their team. The programme takes an "inside-out" approach, focusing on how supervisors first take accountability for their actions, before building trust and influencing others.

Like all our trainings, BQR is competency-based, reflecting current thinking on the essential supervisory management skills and knowledge required today. The training is experiential, with ample opportunity for reflection, discussion and action planning.

#### **Topics**

- Personal Accountability
- The Big Picture Vision into Action
- · Goal Setting & Prioritising
- Influencing with Integrity
- · Communicating Effectively
- Building High Trust Teams
- · Kaizen Continuous Improvement

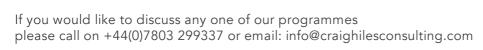
## **Training Objectives**

At the end of this programme, you will be able to:

- 1. Take accountability for the quality and results produced by you and your team
- 2. Understand the contribution you and your team make to the wider team, company or organisation
- 3. Set specific goals which motivate and engage members of your team
- 4. Implement a principle centred approach to dealing with others
- 5. Communicate more effectively with your internal and external customers
- 6. Execute your team goals with excellence
- 7. Improve your performance, and the performance of your team

#### **Duration**

Two days







## Schedule

# Day One

### Welcome & Introduction

## Personal Accountability

- · Goals & Objectives
- Accountability .v. Responsibility
- The Power of Focus

## The Big Picture – Vision into Action

- Vision & Purpose
- Ownership
- Passion & Commitment

## Goal Setting & Prioritising

- Your Top Priorities
- · Execution of Personal & Team Goals
- PACER Check

## Influencing with Integrity

- Critical Thinking
- Vital Behaviours
- Trust & Integrity

# Personal Action Planning

Reflection, Discussion & Action

## **Day Two**

### Welcome Back & Review

### Communicating Effectively

- Emotional Intelligence
- Listening to Understand
- Clarifying Expectations

## **Building High Trust Teams**

- Why Teams Don't Work
- Trust as the Foundation
- Natural Consequences

# Kaizen - Continuous Improvement

- Why Change?
- Engagement
- Plan, Do, Check, Act

## Personal Action Planning

Reflection, Discussion & Action

