



BALANCING QUALITY & RESULTS

ARISTOTLE ACADEMY

*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

If you would like to discuss any one of our programmes please call on +44(0)7803 299337 or email: info@craighilesconsulting.com



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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

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