

# Performing in the Age of Distraction

*In the quiet dance of ants, each tiny step, a diligent architect of intricate kingdom. Individually inconspicuous, yet collectively weaving a labyrinth that echoes the resilience of unity. Just as small whispers of effort converge into the symphony of monumental achievement.*

## VISION

In a constantly evolving world where systems are continuously changing, the challenge is the surviving path, and development is the only reliable solution.

## CONCEPT:

"If you can't relate your day-to-day actions to the vision of your organization, you are wasting your time...and the organization's resources."

Kevin Kruse

## CHANGE

"Change has a considerable psychological impact on the human mind: to the fearful it is threatening because things may get worse, to the hopeful it is encouraging because it means things may get better"

Robert R. Updegraff

"To the confident and successful, change is inspiring because it exists to make things better."

Shawki Daou

## EDUCATION:

"Knowledge has to be challenged, increased and improved constantly, or it vanishes."

Peter Drucker

In an era defined by rapid technological advancements and the omnipresence of artificial intelligence, the pace of change demands an unwavering commitment to continuous education. As distractions multiply in the digital age, embracing lifelong learning becomes an indispensable shield against stagnation. In this dynamic landscape, the relentless pursuit of knowledge not only empowers individuals to navigate complexity but also positions them as architects of innovation in an ever-evolving world. Embracing continuous education is not merely a choice; it is the key to resilience and relevance in the face of unprecedented transformation in human history.



Performance Management requires deep understanding of the company's vision and objectives and values, the operating environment and a clear measuring systems and a continuous improvement program. Besides setting objectives, management role is to provide support to the performing team, leverage their skills and enhance their behavior.

These days, performance management is a source of dissatisfaction at many organizations. Large shares of respondents to a recent McKinsey Global Survey on the topic say their organizations' current systems and practices have no effect—or even a negative one—on company performance. Moreover, they do not see positive returns on investment for the time spent on performance management. Yet the results also show that when executed well, performance management has a positive impact on employees' performance and the organization's performance overall.

McKinsey



Leveraging Teams' skills should cover all aspects of the job along with members abilities in personal productivity areas such as: communication, Decision Making, Problem Solving and a wide range of powering skills enhancing their overall emotional intelligence through continuous education and improvement programs.

Here comes a challenge:  
How do you set Performance Enhancement Program that increases productivity?

**PLC World Performing in the age of Distraction Program using CATCH Process can help**



**PLC World Performing in the Age of Distraction Program (PITAD)** is a flexible program designed to be tailored per organization needs. Since there is no one-size-fits-all education, PLC World uses its Talent Development Model **CATCH®** to tailor development programs per role.

Typically, the Program includes understanding the context of strategy, culture and objectives, current Skills set of the team to tailor and chose variety of the needed skills. Then deliver training and coaching trainees to apply skills in real workplace, and providing remote help as needed afterwards.

Our Model goes further also to help organizations tailor processes that are touched by the new team skills, to make sure new competencies have no obsolete blocks and the appropriate environment to flourish.

# Performing in the Age of Distraction Competencies Development

## Unique Talent Development Model

**CATCH®**

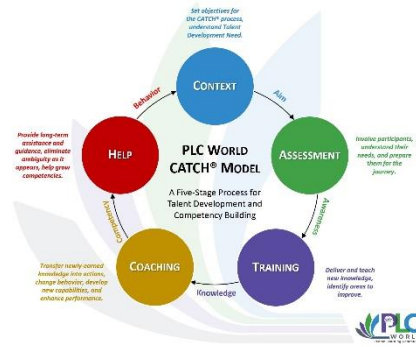
**CONTEXT** Sets objectives for the CATCH® process.

**ASSESSMENT** Understands and prepare participants.

**TRAINING** Delivers and teach new knowledge.

**COACHING** Transfer learned new knowledge into Skills.

**HELP.** Provides long term assistance and follow up.



### Performance Enhancement:

Harvard Business School Online Identified Seven Skills to enhance Performance:

- Communication
- Decision-Making
- Strategic Thinking
- Problem-Solving
- Networking
- Analytics
- Negotiation

### Common Steps in Performance Enhancement

- Aligning employees' activities with the company's mission and goals.
- Developing specific job-performance outcomes.
- **Developing and Tailoring team skills and enhance their abilities.**
- Creating measurable performance-based expectations
- Defining job-development plans
- Meeting regularly
- Developing Skills an Building Competencies

### Role Based Skills:

Skills categorized per role:

- **Essential Skills:**  
Must have skills for the role. Those are the specialization of the Role and core Competencies.
- **Necessary Skills:**  
Directly related to the role skills, improve ability for success by enhancing Role performing abilities.
- **Good to Have Skills:**  
Complementary skills that help increasing productivity and cover general tasks around the role.

## Tailored Programs per Organization Need



- Account Management
- Leadership and Supervision
- Customer Service
- Project Management

- Administrative Support
- Human Resources
- Team Building
- Personal Productivity

## A Large Library of Soft Skills and Power Skills Topics to Tailor Programs

Account Management	Creativity in the Workplace	Interpersonal Skills	Problem Solving
Active Listening	Crisis Management	Job Search Skills	Progressive Discipline
Administrative Support	Critical Thinking	Knowledge Management	Project Management
Anger Management	Customer Relationship Management	Leadership And Influence	Proposal Writing
Appreciative Inquiry	Customer Service	Making Your Business Better	Prospecting for Leads Like a Pro
Assertiveness And Self-Confidence	Dealing with Difficult People	Manager Management	Public Speaking
Attention Management	Decision Making	Managing Across Cultures	Risk Management
Body Language Basics	Design Thinking	Managing Customer Service	Sales Fundamentals
Bullying in the Workplace	Digital Transformation	Managing Difficult Conversations	Self-Leadership
Business Ethics	Diversity, Equity, and Inclusion	Managing Workplace Anxiety	Selling Smarter
Business Etiquette	Dynamite Sales Presentations	Marketing and Sales	Strategic Planning
Business Process Management	Emotional Intelligence	Meeting Management	Stress Management
Business Writing	Employee Motivation	Middle Manager	Successfully Managing Change
Call Center Training	Facilitation Skills	Mobbing in the Workplace	Supervising Others
Change Management	Fostering Innovation	Motivating Your Workforce	Teamwork and Team Building
Civility in the Workplace	From Boss to Leader	Negotiating for Results	The ABC's of Supervising Others
Coaching and Mentoring	Fundamentals of Writing	Negotiation Skills	The Minute Taker's Workshop
Communication Strategies	Generation Gaps	Networking for Success	The Professional Supervisor
Conference and Event Management	Giving Effective Feedback	Neuro Linguistic Programming	Time Management
Conflict Resolution	Goal Setting	Organizational Skills	Unconscious Bias
Conversational Leadership	Growth Hacking	Overcoming Sales Objections	Work-Life Balance
Creating Positive Work Environment	Honing and Delivering Your Message	Performance Management	Workplace Diversity
Creative Problem Solving	Human Resource Management	Personal Productivity	Workplace Harassment
Creative Thinking and Innovation	Influence and Persuasion	Presentation Skills	Workplace Violence

Plus more than 200 general and specialized modern topics