

 **Productivity Training
Series Catalogue**

Building Skills. Boosting Productivity.

The CPC Productivity Training Series is a suite of instructor-led, practical, and industry-relevant courses designed to help organizations boost performance, reduce waste, and foster innovation.

Developed by the Canada Productivity Council (CPC), these programs equip professionals with the tools and mindset to analyze, measure, and improve productivity across all sectors.

Introducing the CPC Productivity Training Series

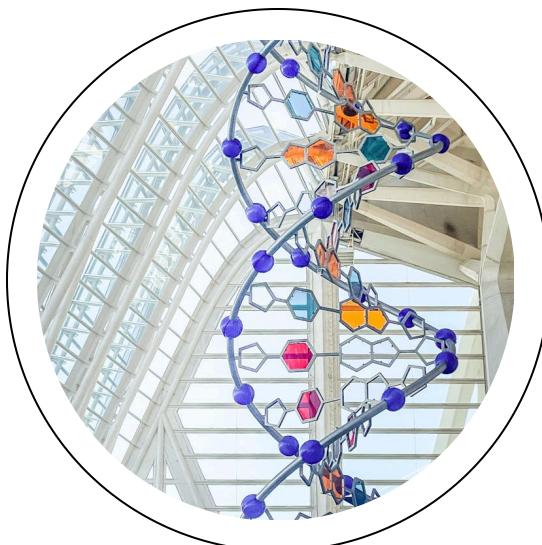
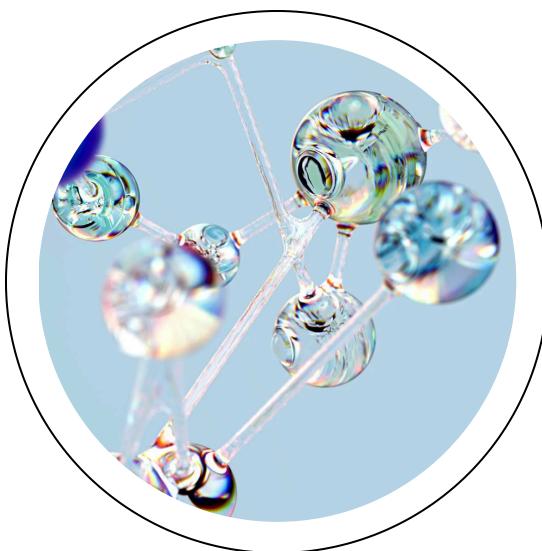


The Structure

The CPC Productivity Training Series is designed as a comprehensive, modular learning pathway that helps professionals and organizations build capability step by step. Each stream represents a core dimension of productivity, from systems and process improvement to data, risk, and leadership. Together, they form an interconnected framework that can be tailored to any sector, organization size, or learning stage.

About the Training Streams

Productivity is more than working harder, it's about working smarter, strategically, and sustainably. The six streams represent the core building blocks of every high-performing organization: strong foundations, efficient processes, resilient systems, smart data use, meaningful measurement, and capable leadership. Together, they form a complete cycle of improvement, from analysis to action, and from systems to people.



The Six Streams

1. Foundations of Productivity and Performance
2. Business Process Optimization
3. Managing Risk and Resilience
4. Data and System Optimization
5. Performance Measurement and Accountability
6. Leading Productivity Improvement Teams

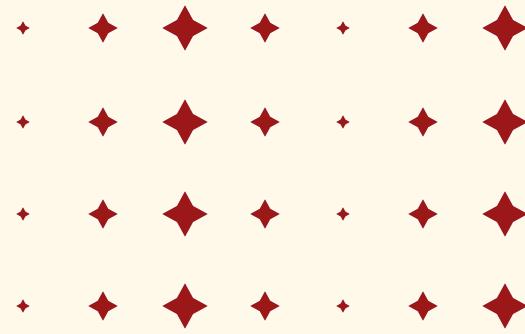


Building the mindset and systems that drive performance

Every productivity journey begins with understanding what truly drives performance.

This foundational stream helps teams and leaders move from activity-based work to value-based performance.

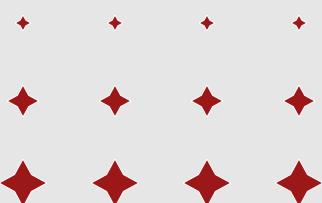
Through practical frameworks and real-world examples, participants learn to see the bigger picture, connect effort to outcomes, and create systems that sustain growth.



Stream 1: Foundations of Productivity and Performance

Understand productivity. Measure what matters. Build systems that last.

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Stream 1: Foundations of Productivity and Performance

Key Learning Outcomes

By the end of this program, participants will be able to:

- Define productivity in context — people, process, and purpose.
- Recognize the link between time, value creation, and human performance.
- Identify barriers to efficiency and pinpoint improvement opportunities.
- Apply systems-thinking principles to map interdependencies.
- Establish baselines and track productivity metrics that matter.
- Foster accountability and continuous improvement within teams.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- What is Productivity? — Understanding value creation and efficiency.
- The Productivity Mindset — Motivation, focus, and the human side of performance.
- Time, Energy, and Attention Management — Micro-skills for daily efficiency.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Systems Thinking for Productivity — Seeing the whole system; mapping dependencies.
- Diagnosing Productivity Barriers — Using value-stream and process mapping.
- Benchmarking for Performance Improvement — How to measure, compare, and act.
- Building a Culture of Continuous Improvement — Practical frameworks for team engagement.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

- Foundations of Productivity Certificate Program
Combines systems design, measurement, and people-performance modules.
Includes case study analysis and a workplace improvement project.

Stream 1: Foundations of Productivity and Performance

Who It's For

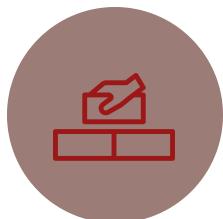
- Frontline supervisors, coordinators, and emerging leaders
- Process improvement, HR, and quality professionals
- Cross-functional teams starting a performance transformation journey
- Public-sector and nonprofit professionals seeking measurable impact



Tool Takeaways

Participants receive:

- Productivity Self-Assessment Checklist
- Value Stream Mapping Template
- Benchmarking Worksheet
- 30-60-90 Day Improvement Planner



Build On It

This stream provides the foundation for deeper specialization through other CPC Productivity Training Streams, such as:

- Business Process Optimization (Stream 2)
- Managing Risk and Resilience (Stream 3)

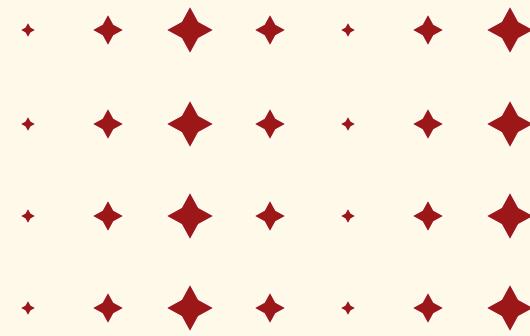


Streamline systems. Improve quality. Maximize results.

Every organization has untapped efficiency, hidden in processes that have simply “always been done that way.”

This stream helps teams uncover those inefficiencies, redesign workflows, and create sustainable systems for high performance.

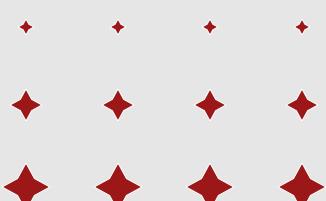
Through applied frameworks like Lean, Kaizen, and process mapping, participants learn how to reduce waste, enhance quality, and standardize operations for measurable results.



Stream 2: Business Process Optimization

Streamline workflows. Reduce waste.
Elevate quality.

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Stream 2: Business Process Optimization

Key Learning Outcomes

By the end of this program, participants will be able to:

- Analyze business processes to identify bottlenecks and redundancies.
- Apply Lean and continuous improvement principles to drive efficiency.
- Use process mapping and root-cause analysis for problem solving.
- Standardize workflows for consistent quality and predictable outcomes.
- Engage employees in improvement initiatives and sustain results over time.
- Quantify efficiency gains and communicate value to leadership.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- What Is Process Optimization? — Understanding waste, flow, and value.
- Lean Thinking Made Simple — Core principles of efficiency and quality.
- Identifying Bottlenecks — Spotting friction points in everyday workflows.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Mapping and Improving Processes — Step-by-step process mapping and redesign.
- Problem-Solving Tools — Root cause analysis, fishbone diagrams, 5 Whys.
- Engaging Teams in Process Improvement — Practical techniques for participation.
- Kaizen in Practice — Continuous small-step improvement for big impact.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

Business Process Optimization Certificate Program

Integrates Lean, Six Sigma, and Kaizen principles with organizational case studies.

Participants complete a small-scale process improvement project in their workplace.

Stream 2: Business Process Optimization

Who It's For

- Operations managers and project leads
- Process, quality, and improvement specialists
- Frontline supervisors and coordinators
- Public-sector teams modernizing workflows
- Organizations seeking to reduce costs or improve turnaround times

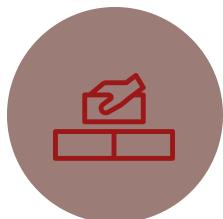
Tool Takeaways



Participants receive:

- Process Mapping Template (SIPOC or Swimlane format)
- Waste-Identification Checklist (8 Wastes Framework)
- Root-Cause Analysis Worksheet (5 Whys / Fishbone Diagram)
- Continuous Improvement Tracker for Teams

Build On It



This stream connects naturally to:

- Performance Measurement & Accountability (Stream 5)
- Leading Productivity Improvement Teams (Stream 6)

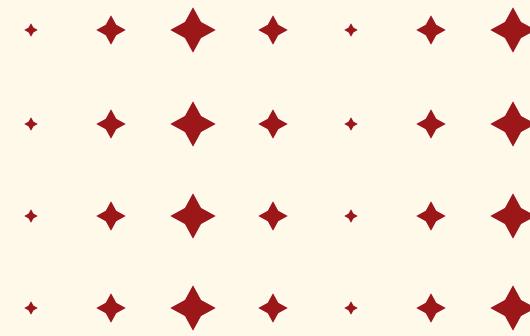
Together, they create a full pathway from workflow efficiency to performance leadership.



Build systems that anticipate and adapt.

Resilient organizations don't wait for disruption — they prepare for it. This stream equips professionals and leaders with the tools to identify vulnerabilities, assess risks, and strengthen systems that ensure continuity and adaptability.

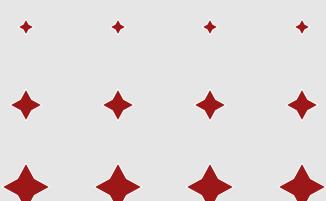
Participants learn to manage uncertainty proactively, minimize performance disruptions, and build a culture of preparedness that turns challenges into opportunities.



Stream 3: Managing Risk and Resilience

Anticipate change. Manage risk. Build resilience.

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Stream 3: Managing Risk and Resilience

Key Learning Outcomes

By the end of this program, participants will be able to:

- Identify and assess operational, strategic, and performance risks.
- Design mitigation and contingency plans that align with business goals.
- Strengthen continuity planning for critical processes and teams.
- Develop systems for proactive monitoring and response.
- Build organizational resilience through adaptive thinking and communication.
- Integrate risk management into decision-making, operations, and performance frameworks.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- What Is Organizational Risk? — Understanding threats, uncertainty, and opportunity.
- Building Everyday Resilience — How teams adapt and recover quickly.
- Risk vs. Performance — Balancing innovation with control.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Risk Identification and Assessment — Tools and templates for practical use.
- Building Resilience Plans — Scenario planning, continuity, and recovery design.
- Embedding Risk Culture — Communicating and managing risk within teams.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

- Operational Risk & Resilience Certificate Program.
- Covers ISO 31000 principles, crisis management, and resilience metrics.
- Includes simulation exercises and a team-based resilience strategy project.

Stream 3: Managing Risk and Resilience

Who It's For

- Risk, compliance, and operations professionals
- Team leads and managers overseeing business continuity
- Safety and quality management personnel
- Policy and performance teams in government and non-profits
- Any organization seeking greater agility and preparedness

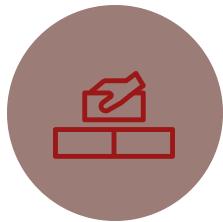
Tool Takeaways



Participants receive:

- Risk Register Template
- Continuity Plan Framework (Critical Function Tracker)
- Resilience Readiness Checklist
- Scenario Planning Worksheet (Best/Worst Case Modelling)

Build On It



This stream connects naturally to:

- Foundations of Productivity and Performance (Stream 1)
 - shared systems thinking
- Performance Measurement & Accountability (Stream 5)
 - linking risk to results

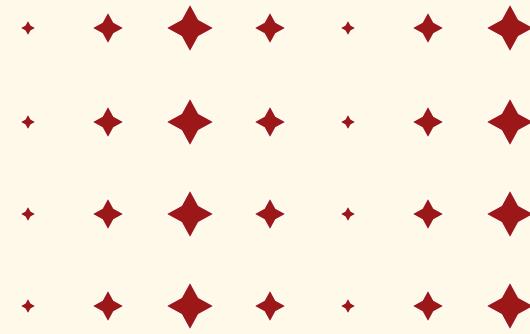
Together, they help organizations sustain performance through uncertainty.



Leverage data and systems to drive smarter decisions.

In today's performance-driven world, data and digital systems are at the heart of productivity.

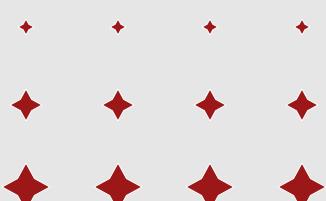
This stream empowers professionals to use analytics, automation, and system thinking to make faster, smarter, and more informed decisions. Participants learn to translate data into insights, streamline digital workflows, and integrate tools that enhance performance, collaboration, and innovation.



Stream 4: Data and System Optimization

Transform data into decisions. Systems into success.

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Stream 4: Data and System Optimization

Key Learning Outcomes

By the end of this program, participants will be able to:

- Use data and system analysis to identify productivity bottlenecks.
- Apply digital tools for workflow automation and real-time performance tracking.
- Develop data dashboards that communicate insights clearly.
- Integrate technology solutions for better collaboration and transparency.
- Strengthen decision-making through analytics and predictive indicators.
- Align digital transformation with organizational goals and productivity outcomes.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- Data Literacy for Productivity — Understanding data-driven decision-making.
- Introduction to System Optimization — How systems support organizational performance.
- Visualizing Data for Insight — Basics of charts, dashboards, and storytelling.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Excel & Power BI for Productivity — Creating dashboards and metrics tracking.
- Process Automation Tools — Practical applications of simple digital tools.
- Integrating Data Across Systems — Breaking silos for efficiency.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

Data and Systems Optimization Certificate Program

Focuses on data management, digital transformation, and process automation.

Includes a project where participants optimize a real or simulated workflow using data tools.

Stream 4: Data and System Optimization

Who It's For

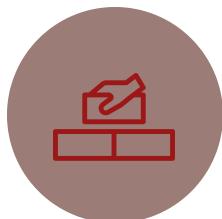
- Analysts, coordinators, and data specialists
- Operations and performance management teams
- Digital transformation and IT leads
- Managers seeking to improve reporting and decision-making systems
- Any professional wanting to bridge technology and performance

Tool Takeaways



Participants receive:

- Data Analysis and Visualization Templates
- System Optimization Self-Assessment
- Dashboard Storyboard Framework
- Automation Planning Worksheet



Build On It

This stream connects naturally to:

- Performance Measurement & Accountability (Stream 5)
- applying metrics and dashboards
- Business Process Optimization (Stream 2) - linking data with workflow improvement

Together, they help organizations modernize operations through data-informed decision-making.

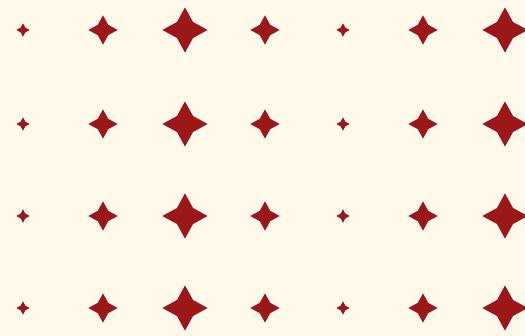


Turn metrics into meaningful action.

What gets measured gets improved — but only if measurement drives insight, not overload.

This stream helps organizations design clear, practical systems for tracking performance, linking data to decisions, and fostering accountability across teams.

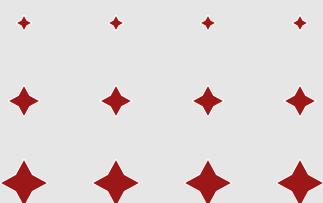
Participants learn to define, measure, and communicate the indicators that truly reflect progress and results.



Stream 5: Performance Measurement and Accountability

Measure what matters. Drive improvement that lasts.

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Stream 5: Performance Measurement and Accountability

Key Learning Outcomes

By the end of this program, participants will be able to:

- Define effective key performance indicators (KPIs) that align with strategy.
- Build simple, transparent measurement frameworks across teams.
- Design performance dashboards and scorecards that drive decisions.
- Translate results into improvement plans and accountability systems.
- Conduct performance reviews that strengthen engagement and learning.
- Use continuous-improvement loops to sustain high performance.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- Understanding KPIs and Metrics — What to measure and why it matters.
- Building Accountability — Ownership, follow-through, and feedback loops.
- The Link Between Productivity and Performance — Seeing the bigger picture.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Designing KPIs That Drive Results — Aligning measures with strategy.
- Performance Dashboards and Reporting — Making data actionable.
- Conducting Performance Reviews — Conversations that build commitment.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

Performance Management and Accountability Certificate Program

Combines measurement frameworks, coaching for performance, and continuous improvement planning.

Participants develop a team or departmental performance plan with measurable outcomes.

Stream 5: Performance Measurement and Accountability

Who It's For

- Managers and supervisors responsible for reporting and outcomes
- HR, L&D, and performance professionals
- Project management and risk teams
- Policy and program leads in public or nonprofit sectors
- Organizations ready to move from data collection to data-driven improvement

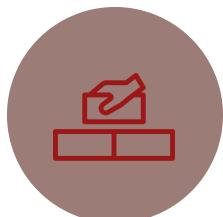
Tool Takeaways



Participants receive:

- KPI Design Worksheet
- Performance Scorecard Template
- Dashboard Framework for Excel or Power BI
- Continuous Improvement Cycle Guide
- Accountability Conversation Checklist

Build On It



This stream connects naturally to:

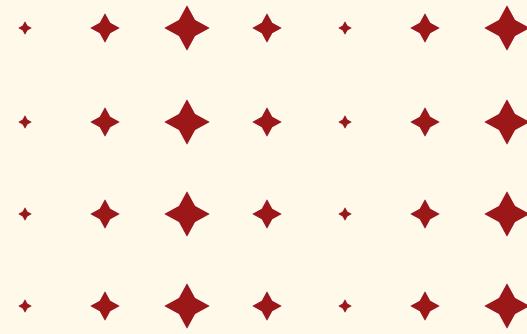
- Data and System Optimization (Stream 4) – applying digital tools for insights
- Leading Productivity Improvement Teams (Stream 6) – using metrics to motivate and lead

Together, they complete the cycle from measurement to leadership action.



Lead change. Inspire results.

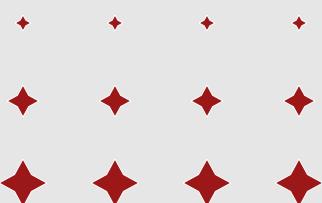
Productivity improvement succeeds only when people are inspired to lead it. This stream develops the leadership, communication, and coaching skills required to guide teams through transformation. Participants learn to motivate others, manage change with confidence, and build team cultures that thrive on collaboration, accountability, and results.



Stream 6: Leading Productivity Improvement Teams

Empower people. Lead with purpose. Deliver lasting impact.

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Stream 6: Leading Productivity Improvement Teams

Key Learning Outcomes

By the end of this program, participants will be able to:

- Lead productivity and performance initiatives effectively across teams.
- Communicate vision, expectations, and outcomes with clarity.
- Foster team alignment, collaboration, and ownership.
- Apply coaching principles to develop people and sustain improvement.
- Manage resistance and navigate organizational change.
- Build recognition systems that reinforce success and motivation.

Course Design

Tier 1 – Awareness & Upskilling (Micro-Courses, Webinars, 2–4 hours)

- What Makes a Productive Leader? — Mindset and behaviors that drive results.
- Communicating for Performance — Clarity, empathy, and influence.
- Coaching Conversations for Change — Engaging others through questions.

Tier 2 – Applied Capability (Workshops, 1–2 days)

- Leading Change and Continuous Improvement — Practical frameworks for adoption.
- Building and Sustaining High-Performing Teams — Alignment, trust, and motivation.
- Managing Conflict and Collaboration — Turning tension into progress.

Tier 3 – Advanced/Credential Path (3–5 days or blended format)

Leadership for Productivity Certificate Program

Integrates leadership theory, coaching practice, and productivity improvement projects.

Participants complete a capstone “leadership for change” initiative within their organization.

Stream 6: Leading Productivity Improvement Teams

Who It's For

- Supervisors and team leads
- Middle managers and project coordinators
- Emerging and experienced leaders driving change
- HR, L&D, and organizational development professionals
- Public and private sector teams leading productivity initiatives

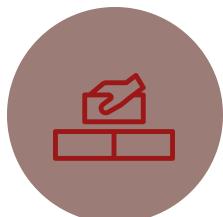
Tool Takeaways



Participants receive:

- Team Productivity Charter Template
- Coaching for Results Framework
- Communication and Feedback Toolkit
- Change Readiness Checklist
- Recognition and Motivation Planner

Build On It



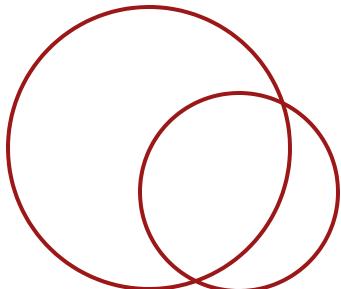
This stream connects naturally to:

- Performance Measurement & Accountability (Stream 5)
 - using data to drive team engagement
- Foundations of Productivity (Stream 1) - anchoring leadership in shared purpose

Together, they complete the full productivity learning journey, from systems to strategy to leadership.

Contact Us

Ready to lead teams that perform with purpose and impact?



Contact Information

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 www.productivitycouncil.ca

Contact us to bring the Leading Productivity Improvement Teams program to your organization.

