

# Optimizing Employee Output

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Optimizing Employee Output (OEO) is a 4-week course that will provide managers the tools, skills and processes that improve productivity of their employees, those who work remote, in-office or hybrid.

- **Duration:** 4 weeks
- **Schedule:** Two days per week; two hours each session

## Week 1

### Unit 1: Overview

We will review the program, develop a clear vision for the 4-weeks ahead and deep dive on how to effectively set goals and more importantly achieve them.

1. Gap Analysis – understanding where you are and where you need to go
2. Program Overview and buy in
3. Company Values: how to leverage them

### Unit 2: Goal Framework and Implementation

1. Goals Framework
  - a. Strategic Company Goals
  - b. Team Goals
  - c. Individual Goals
  - d. Establishing SMART Goals
2. Key Performance Indicators (KPIs)
  - a. Managing Goals vs. KPIs
3. Deep Goal-setting Implementation
  - a. Team Goal review
  - b. Individual Goal review

#### Take-away and Application:

One-page Goal sheet that will convert your 90-day strategic goals into monthly, weekly, and daily actions.

## Week 2

### Unit 3: Maximizing Productivity

Reenergize your business culture to maximize productivity and obtain higher levels of execution by developing these business agility skills:

1. Triaging: the decision making system for prioritizing
2. Problem Solving: the 4 Questions each employee should ask before engaging a Manager
3. Accountability: the glue that ties commitment to results
4. Delegation vs. Micromanaging
  - a. 8 Steps to Effective Delegation
  - b. Common Delegation Errors
5. Serving Up, Coaching Down: Mastering both sides of leadership
6. Communication Overview
  - a. Meetings and Frequency
  - b. Effective One-on-One Meetings

#### Take-away and Application:

Each Manager will receive the book "If You Want It Done Right, You Don't Have to Do It Yourself!" by Donna M. Genett, PHD; we will review tips/tricks from the book and how to apply them.

## Week 3

### Unit 4: Managing a Remote Team

Assess all important areas of your business from an operational standpoint, identify gaps and create a plan to close them.

1. Checklist for Managing Remote Employees:

- a. Communication Protocols
- b. Manager/Supervisor Role
- c. Training
- d. Policy Alignment
- e. Remote Meeting Best Practices
- f. Daily actions for Staff

2. Managing Hybrid Teams: On-site and Remote

#### Take-away and Application:

The Management Team participating in this program will have a 'Road-map to Success' through a detailed checklist outlining protocols and policies already established and noting the ones that need to be either adjusted or implemented.

## Week 4

### Unit 5: RECAP

Bringing it all together:

1. Tips for keeping employees engaged
2. Create a Positive Culture around Accountability by Declaring a War on Excuses
3. Reaffirm the right checkpoints needed to maintain the momentum from this class



#### About Lina Sosa

Lina Sosa is a hands-on and results-driven Executive Coach with more than 20 years' experience managing and coaching individuals and teams.

She is considered a calculated risk taker who transforms ideas into action to get processes moving. As a change agent in areas of business management and operations, Lina is often lauded for shedding the status quo and embracing fresh, alternative thinking to address complex business problems and challenges in the technology maintenance and services sector. Lina is highly regarded

for her long-lasting commitment to fostering an inclusive work environment where diversity is readily embraced. Her communication style is embraced by audiences from a variety of cultural, educational, and technical understandings and backgrounds. As a leader of employee training, she firmly believes every individual has a contribution to make and embraces all opportunities to ensure that contribution is recognized.

**For more information or to get started contact us at: 954.632.60, or via email at: [lina@linasosa.com](mailto:lina@linasosa.com)**

*Lina M. Sosa*