



## THE OUTCOMES

Today's marketplace demands an increasingly high level of performance from companies if they are to remain competitive.

The good news is you already have the resources your company needs to achieve these levels: your people.

The most effective and immediate way to improve the performance of your organisation is to increase the performance and productivity of your people.

The Performance Edge course from Leadership Management Australia (LMA) enables your employees who are already doing well, to do even better. They will see improvements in their own performance and their team's performance in the following areas:

- Increased productivity
- Better time utilisation
- Greater focus on High Payoff Activities and Priorities
- Improved communication and relationships
- Enhanced employee attitudes
- More effective delegation processes
- Greater empowerment within their teams
- Improved overall team results

Upon successful completion of assessment activities Participants will receive a Statement of Attainment for BSBWOR404 Develop Work Priorities from BSB42015 Certificate IV in Leadership & Management.

## OVERVIEW MEETING

Introduction  
LMA's Unique Learning Process  
Learning Partner's Roles

### MODULE 01

#### ESTABLISHING A PERFORMANCE EDGE

Benefits from Developing a Performance Edge	Attitudes Towards Your Team and Organisation
Preparing for Better Results and Success	Attitudes Towards Your Relationship with Others
Attitudes Towards Goal Setting and Planning	Keys to Improved Performance and Results
Attitudes Towards Time, Productivity and High Payoff Activities	Application to Workplace
Attitudes Towards Communication	

### MODULE 02

#### GOALS, PLANS AND PRIORITIES

The Importance of Goal Setting	Establishing Priorities for Maximum Performance
The Principles of Goal Setting	Strengthening Your Goals through Affirmation
The Power of Written Goals	Tracking and Measuring Your Progress
The Total Person® Concept	Application to Workplace
Your Relationship to the Organisation's Goals	

MODULE :  
**03**

**IMPROVING PERFORMANCE  
THROUGH BETTER TIME  
MANAGEMENT**

The Value of Time  
Your View of Time  
Strategies for Effective Time Utilisation  
Finding the Time for Planning and Goal Setting  
Handling Interruptions  
The Benefits of Effective Time Management  
Case Study and Workplace Application

MODULE :  
**04**

**COMMUNICATION AND  
RELATIONSHIPS**

The Importance of Communication  
Improving Communication to Improve Performance  
Planning Your Message  
Involving and Engaging Others  
Listening for the Total Message  
Building Networks and Relationships for Results  
Communication within Teams and Groups  
Application to Workplace

MODULE :  
**05**

**MID-COURSE REVIEW WORKSHOP**

Assessment of Progress and Measurable Results to Date  
Review of Workplace Application

MODULE :  
**06**

**CONTRIBUTING TO YOUR TEAM'S  
PERFORMANCE**

The Roles of Formal and Informal Leaders  
The Different Stages of Team Development  
Team Development through Change  
Sharing and Communicating Goals  
Creating a Learning Environment  
Developing Efficient Systems and Procedures  
Trust – The Cornerstone of Relationships and Teamwork  
Case Study and Workplace Application

MODULE :  
**07**

**THE EMPOWERMENT IMPERATIVE**

An Introduction to Empowerment  
Empowerment Opportunities and Benefits  
Preparing the Way for Empowerment  
Attitudes – The Heart of Empowerment and Delegation  
Developing Effective Delegation Procedures  
Providing Coaching, Training and Support  
The Ongoing Challenge  
Application to the Workplace

**GRADUATION**

Individual Presentation of Course Results to Participants  
Team Performance Improvement Plan  
Awarding of Course Completion Certificates

**REFOCUS WORKSHOP**

An opportunity for the Participant to reaffirm strategies and evaluate ongoing learning and changes



**Empowered people.  
Better results.**

# THE UNIQUE LMA PROCESS

LMA delivers a process that not only provides skill and competency development, but changes the attitudes and behaviours of the Participant.

## TO ENSURE THAT MEASURABLE RESULTS AND A RETURN ON INVESTMENT ARE ACHIEVED:

- Specific workplace goals for learning and performance improvement are established in consultation between Participant and their manager(s)
- Individual support from the LMA Facilitator/Coach guides the Participant's "on the job" application of the learning to the accomplishment of the goals
- Comprehensive resource material including Manuals (including Digital version), Audio files and Plans of Action are provided to the Participant. This enables multi-sensory learning and easy review
- Convenient interactive weekly workshops
- Each workshop concludes with application and action steps to produce measurable results
- LMA's unique Feedback Online process provides real time assessment of progress
- Mid and Post Course Review Discussions are conducted by the LMA Client Support person with the Participant and their Manager/Mentor
- Participants present key results and a summary of course accomplishments at a special Graduation Meeting

## UNITS OF COMPETENCY:

Upon successful completion of assessment activities Participants will receive a Statement of Attainment for the following unit from BSB42015 Certificate IV in Leadership and Management:

CODE	TITLE
BSBWOR404	Develop Work Priorities



NATIONALLY RECOGNISED  
TRAINING

Expected course duration: 24 weeks  
BSB42015 Status on National  
Register: Current

**There is a wonderful tool.  
Without it there would be no wheel,  
no trips to the moon and no internet.  
Chances are you use one or more in your organisation.  
Keep it sharp and your business will prosper.  
Neglect it at your risk.  
People.**

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