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Total Talent Management



FROM
SKILLS
TO

BEHAVIOURS!

BE DIFFERENT . ACT DIFFERENT



What Is **PEAK PERFORMANCE?**

Today's workplace is in need of a change. It's time for employees to stop looking in the rear view mirror and start upgrading their talent to take it to the next level. Many people describe themselves as high performance employees, but only a few have the mind-set, discipline, and wherewithal to deliver on that promise every day. High performance employees are not just driven, they can anticipate crises, manage change, and block out the noise around them. Peak performance is a state that is also known as the zone of optimal functioning and flow. It refers to a moment when an individual puts it all together, when they are in the zone, when everything flows, and when they achieve an exceptional performance. Peak performance has been said to be the ultimate high that can be reached in human performance (Privette, 1983), and described as the prototype of the superior use of human potential (Jackson & Roberts, 1992). Peak performance has also been defined as a state of superior functioning whose characteristics are clearly focused attention, lack of concern with outcome, effortless performance, perception of time slowing down, and a feeling of supreme confidence (Brewer, Van Raalte, Linder, & Van Raalte, 1991). In a fast-paced and ever-changing workplace environment, we are all concerned about stress, burnout and how to achieve peak levels of performance on an ongoing basis. Empowering individuals at all levels of the organisation to effectively combat stress and to rise above daily challenges, to strive towards self-mastery, which ultimately leads to organisational wellness is of concern to all. Accordingly, all levels can learn how to join together to create individual and organisational health and well being.

Why Is It Important?

As a CEO, business leader, department head, manager or employee, you no doubt agree that personal and organisational performance is a key driver to any success. High performance does not only result in higher growth rates increased profitability; it also leads to lower risk, less stress, and creates a more joyful workplace for people within your organisation.

Employees who self-manage, rise consistently to high levels of peak performance in their work and in their lives. They are able to manage stress and often have a mind-set and situational awareness where they take responsibility for decisions, calculated risks, they change maladaptive patterns of thought and behaviour and deal with life's demands in a powerful, effective manner. Employees and colleagues respond creatively with a renewed sense of enthusiasm to the pressures and demands of work and life. They move beyond traditional stress management tactics, to a new paradigm where stress is embraced and used as an energising force to catapult the peak performer to higher and higher levels of achievement.

HOW DO WE BUILD A **PEAK PERFORMANCE** WORKFORCE?



This powerful workshop will give you the opportunity to learn about the most recent developments in theory and practice relating to developing a peak performance mind-set. You will develop your peak performance mind-set by experiencing the three important traits of a peak performer - TTM Associates style. First, awareness is the foundation of all change. Next, renewal is the conscious, ongoing effort to rejuvenate and regenerate oneself, a necessary factor in combating regular, potent stressors. Finally, the peak performer formulates strategies and tactics for dealing with the demands of work and life. Being driven is the key differentiator, that makes peak performers stand out from individuals who give in to life's challenges. Be in charge of your own destiny!

TTM Associates, will use the HPT-3-D Model by Stock 1996, to support building the peak performance mind-set across different organisational layers. We define the functional and the emotional role of each layer and demonstrate with a measurable set of behaviours.

PEAK



PERFORMANCE

Delegate

This programme is designed for front-line employees and professional / supervisors. They will build their capability in performance behaviours to become skilled and inspiring communicators as well as effective planners. They will effectively recognise their peak performance state, when it happens and learn how to sustain and renew it. Furthermore, they will understand the how, when and why of setting goals, giving constructive feedback, coaching peak performance teams and encouraging others to achieve. Participants will learn how to engage and be focused, confident and resourceful. They will be able to respond to challenges, and consistently over achieve. Simply put, they will practice and build the skills to demonstrate these behaviours as follows:

- Understand the definition of the peak performance state (the zone of optimal functioning and flow) ZOF and its characteristics.
- Define your peak performance state by being aware of your primary motivators.
- Be aware of your stressors and de-stressors, and initiate change to lead others to peak performance.
- Renew yourself, stay focused, analyse your situations, solve problems systematically and make sound decisions.
- Appreciate the impact of changed attitude on the way you work and achieve objectives on a daily basis.



Module 1:

Understanding Peak Performance in an Organisational Context

Why do we need to be peak performers in today's fast-paced changing business environment?

Behavioural challenges that delegates face in achieving the organisations performance goals.

What are the peak performance barriers?

How do these challenges impact on motivation and inspiration?

What is peak performance?
What behaviours demonstrate peak performance?

The qualities of peak performers.

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Module 2:

Self-Awareness

Define your Stress Profile using the WBT ©.

The impact of your stress profile on performance.

How can you de-stress yourself.

What are the drivers of inspiration - the external and internal forces.

How to overcome negativity and keep motivated team players focused on their own and the team goals.

Understand the impact of personal style on the perception of inspiration.

Module 3:

Self-Renewal

How to keep peak performance flowing?

Overcome challenges, solve problems and make sound decisions by using the 4-steps method.

Take initiative and inspire others to make the change happen.

Understand change psychology and its different stages.

Embrace the change stages and make the best out of it.

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Module 4:

Inspiring Yourself To Drive Performance

What drives your desire to achieve goals?

What are your priorities and goals?

Your work life balance.

Managing your workload, stress and motivation.

Putting it all together!

Module 1:

The Changing Environment & Peak Performance Driven Organisations

Why do we need to be peak performers in today's fast-paced changing business environment? What is peak performance?

What behaviours demonstrate your peak performance?

What behavioural challenges do managers face in achieving organisational performance goals.

How do these challenges impact on the motivation and inspiration of team members?

Qualities of peak performance managers.

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Module 2:

The Peak Performance Driven Manager - Improving Self Awareness

What is the role of management (John Adair) in managing, performance goals, individual performance and team performance?

What is the performance management cycle? How does it work?

Why do many fail to meet the performance goals?

Define your stress profile using the WBT®.

The impact of your stress profile on performance. How can you de-stress yourself & others.

What are the drivers of inspiration - the external and internal forces.

How to overcome negativity and keep motivated team players focused on their own and team goals.

Module 3:

The Peak Performance Driven Manager Creating the PP Environment

Encourage accountability in the workplace. Use the Engagement/Enablement Model for developing Peak Performers.

How do you write well defined performance objectives and standards.

Setting Smart objectives that build valuable individuals, teams and organisations.

Assigning tasks to improve individual performance.

Enable others to embrace change
Understand the risk taking psychology
How to help your people take initiatives.

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Module 4:

The Peak Performance Driven Manager Improving Productivity

Determine what motivates different personality types - apply motivational theories to different team members.

The manager's role in inspiring different people. Understand the impact of personality style on people's perception and inspiration.

How to protect inspired people from negative and uninspired ones?

The impact of feedback on performance and how to raise performance levels.

Coaching as an inspirational tool to drive success? The importance of coaching for the coach and the coachee.

Develop the capability and ability to coach others - Enhance your and other's performance through coaching.

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PEAK PERFORMANCE Manager



This programme targets from all functional backgrounds and different levels (line, middle or senior managers). They will benefit from developing peak performance capabilities such as showing initiative, planning, target and goal setting, engaging their subordinates in problem solving & decision making processes, building peak performing teams, communicating efficiently and effectively, striving to achieve and giving space to people to learn. Your managers through examples, will learn how to develop a culture of peak performance and achievement. They will practice giving constructive feedback and how to influence and motivate others. They will look at what it takes to develop a high performance culture which is driven by engaging, enabling and giving feedback. This will help them develop the skill and behaviour listed below in themselves and in their teams:

- Define the peak performance team characteristics.
- Encourage people to take ownership of, and be accountable for their work performance.
- Embrace stress and use it as a motive to create a work environment where people are comfortable taking on the risks associated with new responsibilities.
- Engage & empower team members in problem solving and decision making processes. Further support team members to be part of the change.
- How to provide a framework for achievement. Set clear functional & behavioural goals for self & teams. Monitor the ZOF of self and others and give feedback.
- Boost morale, improve productivity, and increase profitability by coaching for peak performance.

PEAK PERFORMANCE Executive



This programme targets senior executives and focuses on their role of developing, a peak performance culture across the organisation. Creating a high performance culture and empowering employees leads to improved employee morale. Executives will be taken through a challenging, thought-provoking learning experience that will shape peak performance behaviours like highly effective communication, personal responsibility, emotional and rational influence, empowering, creativity, driving results and learning by doing. Your executives will develop the skills to create a peak performance culture which will be mission and value driven. They will learn to become skilful communicators who have the ability to influence other and achieve sustained results; they will experience, practice and build skills to help them develop these behaviours in themselves and their organisations:

- Create an environment of peak performance, clarify expectations and ensure employees succeed.
- Develop a culture of empowerment - empower people at all levels.
- Encourage people to achieve, recognise and reward achievements.
- Inspiring people to take charge and responsibility of mobilising their team members and efforts collectively to achieve the company results.
- Set engagement strategies and enablers pool.

Module 1:

Peak Performance Organisations

Peak performance culture - Why?

How do we achieve a peak performance culture?

The drivers of change that are impacted by performance that in turn drives results.

How do we respond to change whilst maintaining a peak performance culture?

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Module 2:

Peak Performance Driven Leaders

Balance Between Results & People

Assess your organisational culture.

Is it a results or people oriented culture?

Draw your organisation wheel.

Diversity impact and organisational culture, the Herrmann Whole Brain Leadership model; how this may affect the perception and the motivational levels of people?

What is motivational leadership and what are the 4 behaviours of inspirational leaders?

Development of success with the 'restless' driven quality leadership.

Embedding inspiration and performance into the organisation's DNA.

Module 3:

Lead a Peak Performance Organisation

Why does having an empowered workforce matter?

Empowered employees are engaged, enabled, motivated and aligned.

Empowerment-driven leadership: setting direction and aligning the strategy and culture.

Understanding the role of setting a clear vision and direction for driving business performance and inspiration.

Designing engagement strategies.

Understand the impact of change and set plans to embrace it.

Creating a culture of peak performance
Create an environment for others to perform, excel and go the extra mile.

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Module 4:

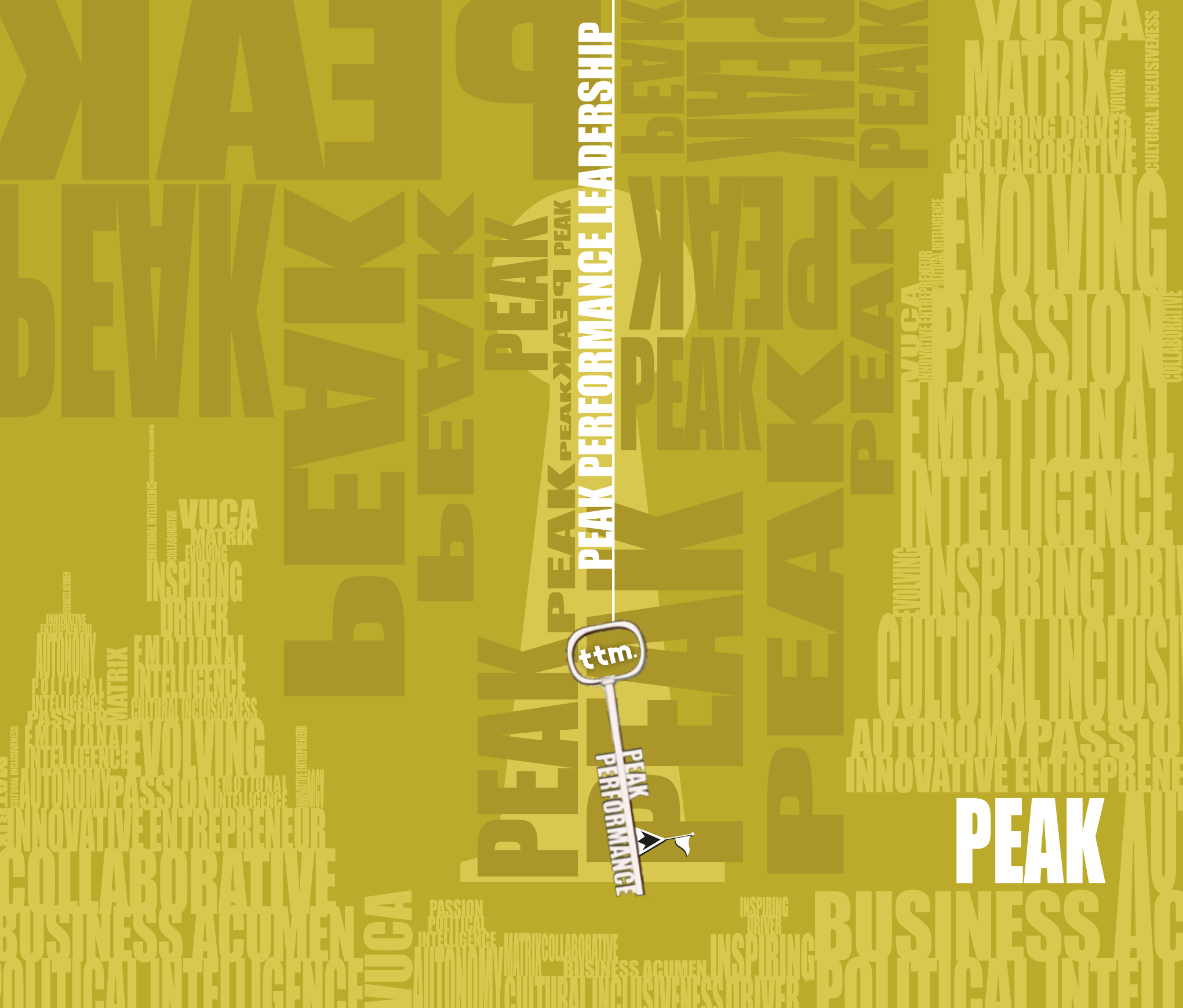
A Peak Performance Organisation

The impact of feedback on performance and how to raise performance levels.

How to open a feedback channel?

Coaching as an inspirational tool to drive success. The importance of coaching for the coach and the coachee.

Develop the capability and ability to coach others. Enhance your and other's performance through coaching. Plan to approach, influence, coach and grow inspired people.



PEAK PERFORMANCE LEADERSHIP



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