

A hand in a dark suit with a white shirt cuff is holding a white baton. The baton is extended diagonally across the frame, pointing towards the text 'Behavioural Leadership. Humanised.' The background is a dark grey with a pattern of small, light grey squares.

Behavioural Leadership.
Humanised.

INSPIRING DRIVER

The Keywords



WHAT is INSPIRING DRIVER?

In today's marketplace, achieving a sustained competitive advantage requires a performance driven culture. Performance driven organisations leverage their workforce to realise a higher return on investment, increased productivity, decreased operational costs, improved customer / employee retention and a host of other benefits. The culture of your organisation facilitates the speedy achievement of your business plan and is a major influence on your success.

WHY is it important?

The careful design and shaping of your corporate structure will be the driving force enabling things to happen. A business culture driven by performance is one where leaders demonstrate behaviours that are consistent with the organisations culture and how the business is transacted. These include, but are not limited to planning, recognising and rewarding achievement, providing a framework for achieving and clarifying expectations.

Performing leaders know and understand that there is an alignment between leadership and behaviours. They are motivators, focused with clear expectations and they fashion an environment for people to achieve. Each employee should be aware of the impact that they, as individuals contribute in making a successful organisation.

It is the responsibility of leaders and managers to contribute to the development of a corporate vision and communicate this vision to employees. A strong performance culture will deliver strong performance figures.

Solution Description

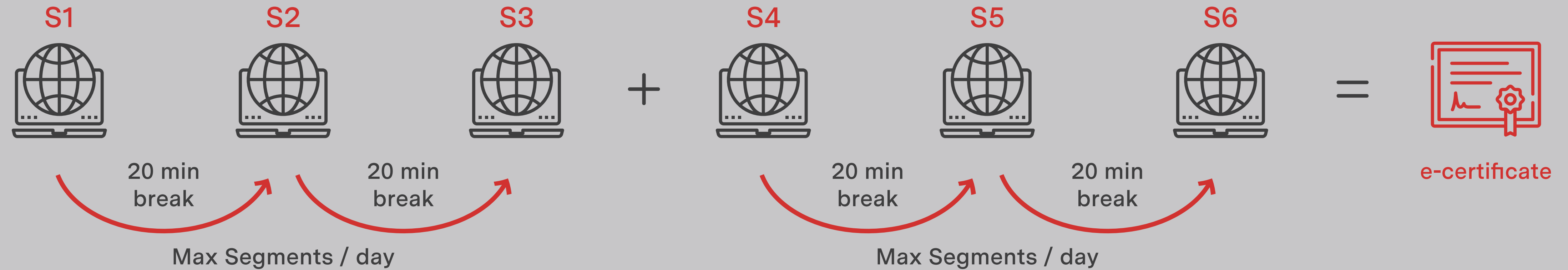
HOW do we build an **INSPIRED & DRIVEN** Workforce?

Successful organisations focus on the performance of their employees. Here employees are rewarded based on their set performance criteria. Their performance goals and targets are clearly defined and communicated to them in a formal way. Employees feel motivated and accountable for their performance and they strive to achieve / exceed the targets set for them. Managers and leaders take ownership of performance, and employees take self-initiatives to improve their individual and team performance and raise performance benchmarks on a systematic basis. Organisations need to clearly define the performance metrics, goals, tasks and measures. The challenge lies in finding the quantifiable parameters for many of the key success criteria. Key employees should be consulted before setting targets for them and their peers. Once the guidelines are set, a goal setting exercise engaging all employees should be conducted to ensure mutual consent between employees and their managers to set and define performance metrics. Managers need to ensure that a balance between the quality of delivery and the quantity of delivery is maintained. They need to create an environment of sustainability. Highly effective communication is both essential and critical in achieving an organisations strategy.

Managers need to be empowered to optimize the workforce by having the power to hire the best people, train them properly, track them carefully and compensate them appropriately. Providing leaders and managers with the behaviours they need to effectively manage employees is important in improving employee satisfaction and retention, increasing productivity and boosting an organisations profitability.

How We Do It?

Duration and Schedule - a total of 6-12 Interactive Digital Segments of 90 min each



Learning Process



Macro Learning Intervention Options

1:1 &/Or Group Coaching

Self Driven Intense Reading

Social Learning
(Digital Passports and
Learning Partner Agreements)

Digital Practicum-
Assignments – ALP's



Micro Learning Intervention Options

LMS – Mobile App. Access to
Micro Content

Videos – Audio Learning Shots

Gamification and A.I.
Based Learning

Articles, Tips, Do's / Don'ts
Digital Cards



Recommended Assessment

The online HBDI® Questionnaire



Module 1: Organisation Dynamics, Changing Environment & Passionate Behaviours

The key challenges of businesses today. Why do we need to be passionate and energised in today's fast-paced changing business environment?

Behavioural challenges that delegates face in achieving the organisation's performance goals.

Why passion can make a difference and create a competitive advantage? How passionate delegates respond to challenges?

What is passion? What behaviours demonstrate the fact you are passionate?

Module 2: Valuing Diversity Among Peers, Customers & People

Introduction to thinking preferences and the Whole Brain personality type.

Be able to understand and value the differences in people.

Cultivate the skills to passionately deal with customers, leverage diversity through the understanding of customer needs and motivations.

Apply the thinking preferences radar in order to understand and use this as a service model that reflects passion in the customer's eyes.



For Delegates

This programme is designed for the front-line delegates and professional staff / supervisors. They will be living the performance behaviours to become skilled and inspiring communicators as well as effective planners. They will effectively recognise and reward individual and team achievement. Furthermore, they will understand the how, when and why of setting goals, giving constructive feedback, coaching high 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 overachieve. Simply put, they will practice and build the skills to demonstrate these behaviours as follows:

- Understand the performance management cycle and people's performance.
- How to become a skilful, capable planner and implementer of day to day tasks to achieve goals; this includes setting goals and objectives.
- Appreciate the impact of inspired attitude on the way they work and achieve their objectives daily.

Module 3: Burning Desire to Service Customers, Care & Support Peers / Colleagues

Understand the principles of inward vs. outward motivators.

Learn new ways to inspire and motivate clients through passionate behaviours.

What other people value most? How to passionately provide the right person with the right value.

Exceeding customers expectations through passion and values execution.

Module 4: Passionate Presence While Serving People

What is a passionate presence and constructive openness with others? Face-to-face or digitally.

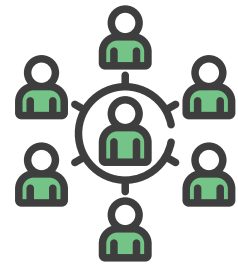
Asking effective questions while serving people in your sphere of influence.

Be able to appreciate and practice the importance of being present while dealing with others and serving their needs.

Be able to appreciate and deliver upon customer expectations.

Empathically listen to customers and translate their messages (explicit or implied) into actions that demonstrate value to your customers.

What are the assertive behaviours? How to build assertive behaviours, understand confrontation and deal with it whilst dealing with others.



For Managers

This programme broadly targets managers regardless of their functional background or level (line, middle or senior managers). They will benefit from capturing the performance behaviours that should be demonstrated by them / their subordinates, such as, proactive behaviours, target and goal setting, planning, building high performing teams, communicating efficiently and effectively, striving to achieve and giving space for people to learn. Your managers will grow and learn how to develop a culture of high performance and achievement. They will also learn how to delegate and motivate their teams with the ability to influence others; in essence, they will create a culture of performance, which is driven by teamwork, thus they will experience, practice and build skills to help them develop the below behaviours in themselves and their teams:

- Making decisions and setting goals and targets to improve performance.
- Managing and handling the decision-making processes within their sphere of influence.
- Manage other peoples' performance and learn how to monitor performance.
- How to delegate the various tasks of your decisions to various stakeholders to achieve maximum results.
- How to provide a framework for achievement.
- The art of assigning tasks to others to implement decisions and achieve results.

Module 1: The Changing Environment & Inspirational Driven Organisations

Why do we need to be inspired and driven managers, in today's fast-paced changing business environment?

Behavioural challenges that managers face in building an organisation's performance culture.

How these challenges impact on the performance and inspiration of delegates?

What are the qualities of inspiring and driven managers? What behaviours demonstrate this?

Module 2: The Inspired Results Driven Manager

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

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

The performance management cycle - who, what, why, when and where!

Module 3: Inspiring Team Members to Drive Results

Writing well defined performance objectives and standards.

Assigning tasks to improve individual performance. Setting smart objectives that build valuable individuals, teams and organisations.

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

Make appraisals a meaningful process for both managers and employees.

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

The manager's role in inspiring the various types of people.

Understand the impact of personality style on the perception and inspiration.

Module 4: The Inspired Driven Manager as a Coach to Improve Productivity

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. Manage change and complexity through coaching.

Good leaders in bad times - How do you know if your team is inspired enough?

Always be on the lookout for inspired and motivated people.

Plan to approach, influence, coach and grow inspired people.

How to protect the inspired people from negative and uninspired people?

Module 1: High Performance Organisations

High performance culture. Why?

How do we achieve a high performance culture?

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

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

Module 2: Inspirational Driven Leaders

Inspirational 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.

Leading the organisation by setting clear objectives and identifying key business drivers.

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

Module 3: Inspiring Diverse Stakeholders to Drive the Organisation Success

Diversity and organisational culture. The Whole Brain Herrmann 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 said inspirationally driven quality leadership.

Sustaining inspiration and performance into the organisation's DNA.



For Executives

This programme targets the senior executives of the organisation and pays ample focus to their role in developing the culture of performance and nurturing its essence to enhance performance, people's moral and ownership of the results. Executives will be taken through a challenging, thought-provoking learning experience that will shape the anticipated performance behaviours like highly effective communication, responsibility, emotional and rational influence, creativity, results driven and learning by doing. Your highly valued executives will develop a performance culture and be mission and value driven. They will empower their people to enhance performance. They will be skilful communicators who influence others and achieve sustained results and they will experience, practice and build skills to help them develop these behaviours in themselves and their organisation:

- Proactively thinking about how to solve problems and handling complex situations to improve organisational goals.
- Create an environment of achievement, clarify expectations and ensure employees success.
- Develop a culture of ownership and autonomy and 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.

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Inspiring Driver

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