

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 aren't 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 *focussed 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, 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 wellbeing.

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 and increased profitability; it also leads to lower risk, less stress, and creates a more joyful workplace for people within your organisation.

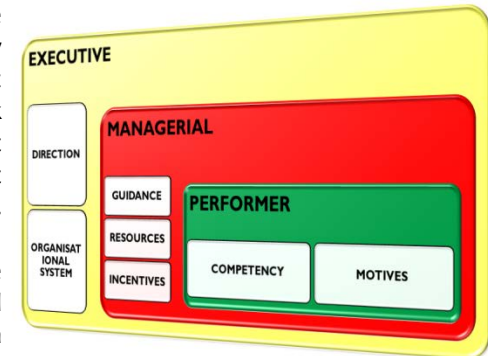
Employees who self-manage, rise consistently to high levels of peak performance in their work and in their lives. They are able manage stress and often have a mindset and situational awareness where they take responsibility for decisions, calculated risks, they change maladaptive patterns of thought 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 energizing 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 an opportunity to learn about the most recent developments in theory and practice relating to developing a PEAK PERFORMANCE Mindset. You will develop your Peak-Performance mindset 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 staff / 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, focussed, 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
- 👤 Renew yourself, stay focused, analyse your situations, solve problems systematically and make sound decisions
- 👤 Initiate change to lead others to Peak Performance
- 👤 Appreciate the impact of changed attitude on the way you work and achieve objectives on a daily basis.

Module 1:

Understating 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 PP?

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

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Module 3:

Self-Renewal

How to keep Peak Performance flowing?

Overcome challenges, solve problems and make sound decisions by using 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 PP?

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 organizations.

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.

PEAK PERFORMANCE

Manager

This programme targets managers 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 also 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, thus they will experience, practice and build capability to help them develop the skills/behaviours listed below in themselves and in their teams:

- 1 Define the Peak Performance Team Characteristics
- 2 Encourage people to take ownership of, and be accountable for, their work performance.
- 3 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.
- 4 Engage & empower team members in problem solving and decision making processes – Further support team members to be a part of the change
- 5 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.
- 6 Boost morale, improve productivity, and increase profitability by coaching for peak performance.

PEAK PERFORMANCE

Executive / Leader

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 values driven. They will learn to become skilful communicators who have the ability to influence others 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 Organizations

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 organizational 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

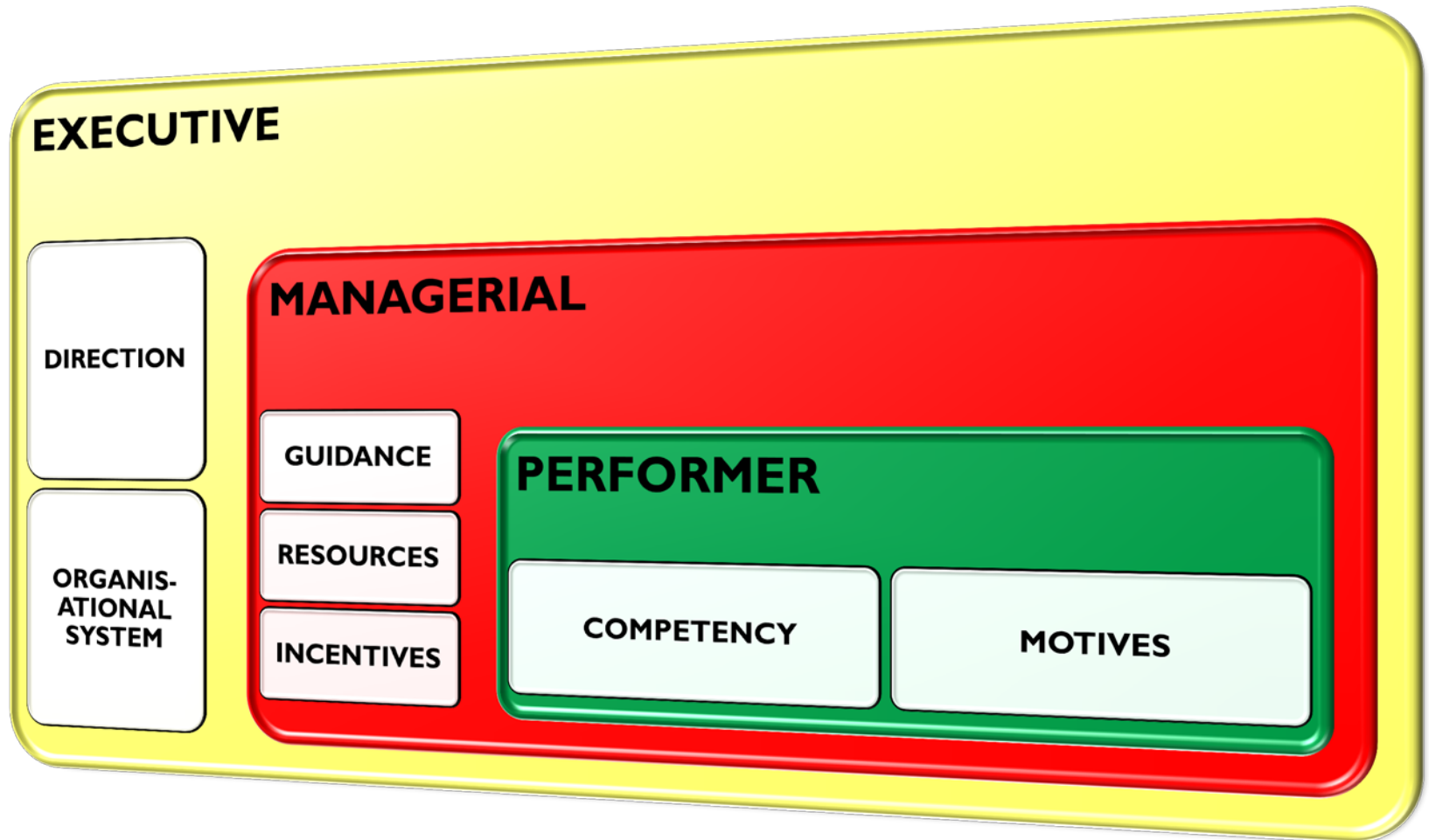
The impact of feedback on performance and how to raise performance levels.

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.

PP Model Across the Organisation





DAVID ROWLANDS, Med, BA (Hons), PGCE, MIPD, Management Consultant

Is a senior human resources manager with extensive experience in personnel and training over a twenty five year period. Able to work on own initiative and as part of a team. Proven leadership skills involving managing, developing and motivating teams to achieve their objectives. First class analytical, design and problem solving skills. Dedicated to maintaining high quality standards and delivering services and products on time. Good influencing skills at senior level and excellent at building and maintaining key working relationships both internally and externally. He has training delivery experience over two decades, is an accredited career coach and is an acclaimed business presentation trainer, particularly within central government. He has expertise in designing and delivering major programmes on leadership, management and team development both in the public and private sector and has international experience. Major achievements: Achieved IIP (Investors in People) for the organisation and re-accreditation 3 years later. Developed Talent Management strategy and resulting talent solutions. Increased the customer satisfaction levels in HR department. Designed and implemented a new Leadership & Management Development Programme. Part of Management Team that developed concept of Management Services Business Unit and took forward implementation. Developed and implemented a new career development scheme. Introduced personal development planning (PDP) across the organisation. Facilitated successful team performance workshops throughout the organisation. Developed, implemented and consulted on a new performance management system for MSBU (including competency framework, performance assessment, and union negotiation) and designed competency framework for District Audit and the Commission subsequently.



MAGDI A. ISMAIL, B.Sc., PH, MBA, MHBDI, MCIM, MCOI. Principal - AfME, Turkey & New Markets

Magdi is Egyptian by birth and currently manages TTM associates AfME, Turkey & New Markets and commutes between Dubai, Istanbul and London. Magdi resided in Egypt & Saudi Arabia and works across many countries including, UK, Belgium, France, Turkey, Greece, Kuwait, Bahrain, Oman, Lebanon, Jordan, Syria, Saudi Arabia and Egypt. He studied pharmaceutical sciences and commenced his entrepreneurship adventures in the early 90's, while he was still studying in the Faculty of Pharmacy. Magdi started his practical life early when still a student he opened his retail pharmacy in order to secure a good future for himself. Magdi's career thereafter focused on the fields of strategy, marketing, sales and customer management in the pharmaceutical industry. For the past 20 years he followed his career development in various international companies, including Rhone Poulenc (Sanofi-Aventis), and Organon NV in the Middle East. During this period, he got the experience of launching and marketing many products in the Middle East. Also Magdi combines pragmatic knowledge and experience of managing and doing business in the Middle East, while at the same time he has the awareness and understanding of the international business culture. He currently consults global organisations in the Eastern Mediterranean countries on Time to Market, Strategy Formulation and Implementation, Customer Management and Portfolio Management. Magdi is a subject-matter expert and a consultant for TMC. He has managed several projects on strategic execution by applying a unique methodology of HOSHIN KANRI. He holds degrees in Pharmaceutical Sciences and an MBA from Henley Management School, UK. Magdi is also a member of the Chartered Institute of Marketing, a certified practitioner for the Herrmann Brain Dominant Institute, France, and a certified practitioner for the Cultural Orientation Indicator USA.

PEAK PERFORMANCE

Consulting Team





Thomas Orths is an expert in Leadership Effectiveness, Holistic Change and Emotional Intelligence. As a high performance coach, trainer and speaker, he enables individuals, teams and organizations to grow. His ability to initiate mind-set Change is in demand to create High Performing Teams in the competitive business arena.

With the experience of Thomas, growth becomes possible by using successful strategies that enable you to increase sales, to optimize productivity, improve customer service and work more efficiently. His core competencies include leadership & management effectiveness, holistic change, emotional intelligence & mind-set change and high performing individuals & teams.

Thomas has previous industry experience in Aerospace, Chemicals, Communications, Creative Industries, Electronics, Financial Services, Food and Drink, IT, Manufacturing, Pharmaceuticals & Biotechnology and Finance.

His qualifications include accreditation for DISC behaviour related assessment tools focusing on leadership & team development and assessment instruments of emotional intelligence on the individual, team and organizational level through JCA, Cheltenham UK. (John Cooper & Associates)

Thomas has worked with many international clients. Some of these are Bayer, British Airways, Gen Re Reinsurance, Goodyear Dunlop Europe, Hilton Hotels, Hitachi, Holiday Inn Hotels, Janssen Cilag, Johnson & Johnson, McDonald's and many more.



PIERRE DE GROOT MBA, MHBDI; Managing Partner EMEA

Pierre is managing partner in TTM Associates Ltd, UK, based in Belgium and has a proven management track record in three best in class multinational companies (Johnson & Johnson, GlaxoSmithKline & Pharmacia). This was complimented by a spell in an advertising agency and an ongoing involvement with business schools and management development institutions including Management Centre Europe, Training Management Corporation, Boston University and Duke Corporate Education.

Since 1999 he has interacted with HR professionals and line management at global, pan European and site level in the application of training and development as a performance enhancement tool for optimal organizational impact. His broad experience in consulting to multinational companies has contributed significantly to his focus on the alignment of an organization's most valuable competitive resource - its people. It has also brought additional dimensions to his activities as a consultant and facilitator / trainer in the fields of strategy formulation, implementation and managing for results. He has a pragmatic understanding, better global business practice, underscored with a well-developed knowledge of cultural diversity and the challenges of managing across borders and cultures.

This allows him to truly add value to leadership and management programs in a way that tangibly impacts on the organisations and individuals that utilise his services. He has trained and supported managers in the United States of America, across western and eastern Europe, the Middle East and Southern Africa with among his portfolio Johnson & Johnson, GlaxoSmithKline, Pfizer, IBM, SCA, Siemens, Air Products, Alcoa, Tyco, BP, Dell, Kraft, Scientific Atlanta, Hilton, Novartis, Merck KGaA, Bilim, Eczacıbaşı, et al. He speaks Dutch, English and basic German, holds dual Belgian and South African citizenship and holds a bachelor in economic science and a masters in business administration.

PEAK PERFORMANCE *Consulting Team*

