



Elsabé Manning

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PERFORMANCE EXCELLENCE WORKSHOPS (Three half-days)

Elsabé designed **PERFORMANCE EXCELLENCE** to develop high performance behaviours in managers and teams and to empower participants by giving them sustainable self-leading and self-managing skills, which will help them to become very organised, accountable and highly effective.

PERFORMANCE EXCELLENCE ASSESSMENT

Roles and Responsibilities of each participant's job description, Key Performance Areas and all tasks and activities of each KPA are scrutinised and rated to uncover gaps in skills, knowledge, behaviour, planning, implementation, communication, professionalism, leadership, management and coaching of staff, etc. I will write a skills audit and coaching plan for each participant, using our Performance Excellence tool.

PLANS

Each participant will write very accurate annual, quarterly, monthly, weekly and daily plans, which they will implement immediately. Managers will be able to begin coaching individual team members using a well-written coaching plan for each staff member, and they will be able to monitor staff's performance and plans.

I designed specific measurement and planning tools to uplift performance; write the plans; implement the plans and to upskill management and staff.

PROCESS OF PERFORMANCE EXCELLENCE

1. Job descriptions need to be updated to include all current Key Performance Areas in order to scrutinise and rate all tasks and activities to determine gaps in skills, knowledge and behaviour.
2. A gap analysis is done for each participant in order to write a coaching, and training plan for each person.
3. Very accurate annual, quarterly, monthly, weekly and daily plans are written and approved.
4. Implementation of plans begin immediately, and immediate improvement of performance will be noticed.
5. Monitoring participants' performance will be extremely easy for managers using specific live documents.
6. Coaching ensures that team members stay on track. Three months' video-calling coaching is included in my fees for each participant. Coaching includes transfer of skills and knowledge through coaching and training.

Our Performance Excellence programme will uplift anyone's performance immediately, from top management down.

OUTCOMES

1. Immediate upliftment of performance of all participants by a *minimum* of 45%.
2. Very accurate plans will be written by all participants.
3. Monitoring of participants' performance is quick and easy and can be done at any time using a live document.
4. Skills audits will be conducted, and well-written coaching and training plans will put in place for each participant.
5. High performance in individuals and teams produces high levels of self-confidence, job satisfaction, staff loyalty and motivation, and it impacts the company's bottom line positively.
6. Managers will find coaching much easier because they will have an effective coaching plan for each team member, and managers will be given coaching skills if needed.
7. Productivity improves because participants will be doing the right things right and on time.
8. This programme will improve effectiveness and efficiency dramatically.