

# *The Performance Advantage SimSeries™*

*Voice-Based and Choice-Based Simulations*



*The* **Performance**™  
*Advantage*

An Impact Achievement Group Solution

# The Performance Advantage SimSeries™ – Voice-based & Choice-based Simulations



The Performance Advantage SimSeries™ can be used as:

- Blended learning with live workshop sessions
- Stand-alone eLearning for new and remote managers
- Reinforcement, practice, and review

In a highly interactive learning environment, participants are engaged with:

- Choice-based content, case studies, activities and tests
- Voice-based simulation drills

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SUCCESS SCIENCES  
Bringing Certainty to the Human TouchPoints

## Workshop Series

The complete workshop series offers a comprehensive approach to provide content, activities, case studies, simulation drills, and tests to ensure comprehension and mastery of the most critical leadership skills for managing employee performance. The series is ideal for new managers or supervisors who need immediate skills development or for seasoned managers who desire to improve their present practices. It is also a blended supplement for managers who are actively enrolled in our live workshop sessions.

### Principles of Effective Leadership

Every manager in every organization will come face-to-face with four fundamental principles of performance leadership. The only question is how they will be handled.

- **Align Behavior**  
The gap between managers' words and management action is the number one cause of cynicism in the workplace! Find out how to effectively align behavior.
- **Time and Influence**  
The only resources managers have when managing the performance of others is their time and influence. Find out how to leverage those two vital resources and obtain a high return on that investment.
- **Motivational Assumptions**  
Debunk the myth that high morale is the road to high performance. Find out what truly motivates your best people.
- **Accountability**  
Accountability is one of those magic words in management. Find out how to make it really work for you.



### Performance Based Management™

Discover immediately useful tools and fundamental principles that provide a "best practices" performance management process. This program will show you how to:

- Apply the four basic principles of effective performance management.
- Accurately diagnose the cause of performance problems.
- Take the most effective action to support, develop, and create initiative with your employees.
- Achieve higher levels of personal and organizational success.



### The result?

Improving the primary objective of your management time — "high performing direct reports".

### Performance Based Coaching™

Coaching is one of the most critical skills available to get a return on your investment of time and influence—the two resources you have for managing the performance of others. This program will help you raise your ability to apply the most effective approach in the way you coach performance. This program will show you how to:

- Apply clarity and alignment of performance expectations.
- Improve performance diagnostic skills regarding results and motivation.
- Use the best approach with performance problems — quickly and effectively.
- Improve individual and work group performance.
- Create positive impact on employee motivation and retention.
- Improve manager/employee relationships.



### Managing Workplace Discussions™

Not every aspect of business is visible. Meaningful dialogue is one example. It is the place where work gets done. It is the place where you set objectives, provide feedback, solve problems, give praise, offer support, and where you establish trust and relationships. In this program you will learn:

- A framework for holding effective performance and workplace conversations.
- Eliminate well intentioned but ineffective communication habits that bring discussion to a stop.
- Learn specific, time tested communication skills that will increase employee engagement in the goals and objectives of the organization.



### Performance Problem Discussions™

To be effective in dealing with problem performance, you must feel confident and comfortable dealing with conflict, using confrontation skills, keeping control of performance discussions, and making timely interventions. In this program you will learn to:

- Positively confront problem performance.
- Maintain positive relationships with employees in difficult situations.
- Improve performance expectation and goal clarity.
- Apply skills that will pre-empt difficulties and improve overall employee commitment and tenure.



An Impact Achievement Group Solution

# Impact Achievement Group Workshop Solutions

## ***Balancing the Paradoxes of Leadership™***

Self-awareness and an understanding of one's personal behavioral responses to workplace situations are essential to effective management. Routinely, managers are faced with resolving paradoxical behavioral choices that determine the effectiveness of themselves and everyone around them. Using the unique *Harrison Assessment™*, combined with a series of interactive activities that provide self-awareness and self-reflection, managers gain insight to their behavioral tendencies and learn self-management skills to dramatically improve how they impact their workplace.

## ***Performance Based Management™***

The primary responsibility of managers and supervisors is to inspire high performing direct reports. This requires a clear grounding in what truly motivates high performers and management practices that influence employees to give their discretionary effort. The *Performance Advantage™* method taught in this workshop energizes managers at all levels with a performance management method that focuses on accurate diagnosis of employee performance issues. This results in a performance management approach that is grounded in leadership and performance principles that correlate with high performance and employee retention.

## ***Managing Workplace Discussions™***

Research indicates that effective workplace conversations are simply not taking place as needed in the work environment. Filling the conversation gap creates a healthy and high-performance work environment. Dialogue is the place where objectives are set, problems are managed, feedback and praise is given and received, support is offered, and where trust and relationships hang in the balance. This is an activity based session that will develop the manager's interpersonal communication skills and provide a framework for holding effective performance and workplace conversations.

## ***Performance Based Coaching™***

One-size-fits-all coaching does not work. Managers must adapt their coaching styles to the performance needs of their direct reports. Research confirms that performance coaching must vary with the individual and the situation in order to maximize performance levels and maintain strong manager/employee relationships. This challenging and highly engaging workshop includes personal assessments, case studies, coaching simulations, and performance diagnostic activities. *Performance Based Coaching™* is a tactical coaching model results in the required flexibility managers need to deal effectively with the variety of performance situations they face.

## ***Performance Problem Discussions™***

Managers and supervisors consistently ask for help dealing with performance problems in the workplace. Without the use of effective skills, performance problem discussions are either put off or, when done, do not result in effective outcomes. To be effective in these situations and have a chance of turning problem performance around, managers must feel confident and competent dealing with conflict, using confrontation skills, keeping control of performance discussions, and making timely interventions. This interactive workshop develops these competencies and provides extensive practice to ensure mastery.

## ***Expectations, Measurement, & Accountability™***

Effective Performance Management is dependent on three critical variables: clarity on what is expected, clarity on acceptable standards of performance, and clarity regarding how performance will be measured against the standards. Clear performance expectations continually shows up in the research as the number one workplace characteristic that (1) influences high performers to give their best and (2) improves employee retention. This workshop will provide the framework and skills to ensure that the foundational elements of effective performance management are transferred to the workplace.

## ***Managing Delegation & Initiative™***

Initiative and responsibility for performance are often escalated too high in the organizational hierarchy, resulting in a slow-paced performance culture where responsibility is avoided and time and money are wasted as people "wait" to be told what to do. Learning how to delegate effectively and avoiding micro-managing, while ensuring that upward delegation is prevented, are the keys to developing personal responsibility and personal initiative in the organization. This workshop will assist managers in understanding how to properly delegate tasks and create an initiative-driven culture.

## ***Applied Performance Based Coaching™***

This highly interactive, case-study based workshop integrates the competencies developed throughout the *Performance Advantage™* Series, focusing on the manager's ability to effectively diagnose performance issues, provide clarity regarding performance expectations, select appropriate leadership actions and styles, conduct effective performance discussions, and sustain accountability.

Visit our website [www.impactachievement.com](http://www.impactachievement.com) or call 1 888-248-5553

