

## Investors in Excellence – Innovative Working

<b>Title of Proposed Programme</b>	ME and Unlocking Potential (ME = My Excellence)
<b>Programme Content</b>	<p><b>Aim of course</b> To base learning experientially in the context of the SME to enable learners to unlock their potential, improve performance and sustain growth. This programme is linked to the Investors in Excellence Standard version 6.</p> <p><b>Introduction</b> Excellence is the state or quality of excelling. Particularly in the field of business and organisations, excellence is considered to be an important value, and a goal to be pursued.</p> <p><b>Learning Outcomes</b> This course enables participants to:</p> <ul style="list-style-type: none"> <li>• Explore some of the concepts, models and factors applicable to higher performing self and teams.</li> <li>• Self-management of work and understanding the obstacles to effective working with colleagues.</li> <li>• Identify and practise effective performance improvement and the importance of strategic leadership, quality leadership and committed followership.</li> <li>• Examine the relationship between values, vision, mission, culture and performance in higher performing workplaces.</li> </ul> <p style="text-align: center;"><b>Learning Objectives</b></p> <p><b>Module 1 ME and Excellence Working</b> 1.0 To introduce the liE Standard version 6. 1.1 To explore the importance of the Leadership element. 1.1.1 To study the essentials of excellent self leadership. 1.1.2 To study the essentials of excellent team leadership. 1.1.3 To study the essentials of excellent organisational leadership. 1.2 To explore the importance of effective resourcing. 1.2.1 To assess the relationship between resourcing and higher performing for individuals. 1.2.2 To assess the relationship between resourcing and higher performing teams and working groups. 1.2.3 To assess the relationship between resourcing and optimal organisational performance improvement. 1.3. To explore the importance of delivering objectively. 1.3.1 To understand the place of delivering to SMARTER objectives for self. 1.3.2 To understand the place of delivering to SMARTER objectives for teams, groups and departments.</p>

- 1.3.3 To understand the place of delivering to SMARTER objectives for organisations.
- 1.4 To explore the importance of achieving.
  - 1.4.1 To research goals, objectives and outcomes for individuals at work.
  - 1.4.2 To research goals, objectives and outcomes for working teams and groups.
  - 1.4.3 To research goals, objectives and outcomes for organisations.
- 1.5 To identify key performance indicators for excellent working.
- 1.5 To introduce The Principles of Excellence.
- 1.6 To explore the characteristics of Learning Organisations for individuals, teams, groups and organisations as a whole.
- 1.7 To set some simple competency-based performance targets.
- 1.8 To identify personal strengths and areas for improvement.
- 1.9 To ascertain personal Excellence Objectives to work to in future.
- 1.10 To plan and action the way forward to deliver more excellent outcomes at all organisational levels.

### **Module 2 ME and Values**

- 2.1 To explore core values in life, career and work.
- 2.2 To understand the importance of core values.
  - 2.2.1 To ascertain a personal core value system.
  - 2.2.2 To discover my personal core values.
  - 2.2.3 To agree on my Top 7.
  - 2.2.4 To agree on my Top 5.
  - 2.2.5 To agree on my Top 3.
- 2.3 To evaluate how you can use your Top 3 in life and work.
- 2.4 To understand the circumstances and reasons when your values are challenged.
- 2.5 To examine my personal core values.
- 2.6 To study the relationship between values, attitude and behaviour.
  - 2.6.1 To identify where your Top 3 values came from?
  - 2.6.2 To explore The Cultural Iceberg.
- 2.7 To understand career values.
  - 2.7.1 To discover my career values.
- 2.8 To study living your values at work.
- 2.9 To plan to look ahead.
- 2.10 To offer one example from work where you have seen your values changing behaviour.

### **Module 3 ME and Organisation**

- 3.1 To discover the organisational core values of my organisation.
- 3.2 To study the good, the bad and the whacky.

- 3.3 To explore the link between core values and customer service.
- 3.4 To research customer service broken down.
- 3.5 To understand the relationship between values, culture and great customer service.
- 3.6 To explore how values create the culture and deliver success.
- 3.7 To understand how people lead and are led by values
- 3.8 To study the relationship between values and performance.
- 3.9 To recognise the connection between values and performance – a case study.
- 3.10 To see where values sit in the Big Picture.

#### **Module 4 ME and Culture**

- 4.1 To research how values create the culture.
- 4.2 To explore where culture begins.
- 4.3 To understand The McKinsey 7-S Framework.
- 4.4 To study The Change Cycle.
- 4.5 To explore the Models of Culture.
  - 4.5.1 The Power Culture.
  - 4.5.2 The Person Culture.
  - 4.5.3 The Role Culture.
  - 4.5.4 The Task Culture.
- 4.6 To take time to reflect on your workplace.
- 4.7 To study The Excellence Culture.
- 4.8 To understand the value of STEEPLE Cultural Analysis.
- 4.9 To study The Voice of the Employee (VOE)
  - 4.9.1 Have your say.
- 4.10 To assess how people make the difference.

#### **Module 5 ME and Purpose**

- 5.1 To study values vision and mission.
  - 5.1.1 To understand what is a vision?
  - 5.1.2 To understand what is a mission?
  - 5.1.3 To explore the link between core values, vision, mission and organisational culture.
  - 5.1.4 To assess the induction process in the workplace.
  - 5.1.5 To explore the Company purpose.
  - 5.1.6 To study how to get the language right.
  - 5.1.7 To understand the values statement.
- 5.2 To acquire the skills to put it all together.
- 5.3 To develop a simple business plan.
- 5.4 To study Plan, Do, Study, Act (PDSA).
- 5.5 To research how to effectively action the plan.

#### **Module 6 ME and Performance**

- 6.1 To introduce the Exemplar Project.

	<p>6.2 To agree a project theme.          6.3 To explore the project plan.          6.4 To understand best practice for easy project research.          6.5 To formulate a timeline and pipeline for the Exemplar Project.          6.6 To introduce the essentials to evaluate best learning.          6.7 To plan further learning and development, set plans and agree objectives.          6.8 To explore excellence in performance development plans, performance development reporting and performance appraisal reviews.          6.9 To embed The Principles of Excellence in my work.          6.10 To improve performance in one principle of excellence.</p>
<b>Course delivery method</b>	<p>6 Modules. Delivery in a classroom or training room setting. liE Facilitator led. This programme is linked to the liE Standard, the greatest impact of this learning will be to take a snapshot of the learners own organisation, using the liE Web of Excellence, to see where the business is currently performing and to identify, prioritise and deliver improvements in an identified area of the business.</p> <p>Office 365 survey captures evaluation and endorses learning outcomes. Completing the Web of Excellence on a regular basis will give evidence of progress.</p>
<b>Duration</b>	<p>The Programme is designed as 6 modules with each module lasting 3 hours. 3 days back to back or 1 day per week.</p>
<b>What are the perceived business benefits of the proposed training and what are the outcomes for the business</b>	<p>Excellence is the state or quality of excelling. The learner is able to begin immediately to impact on the business by identifying high impact factors that will improve the SME business short and long term in key business areas of Leading, Resourcing, Delivering and Achieving, ensuring focus is maintained on What Matters Most to the business and using a Plan, Do, Study, Act PDSA methodology to introduce continuous improvement activity as a way of life.</p> <p>This is exactly the design of high performance and where performance increases can be planned and actioned, results not just evaluated but improved and sustained. A culture of excellence mindset is begun within the workplace which is quickly infectious and outcomes multiplied.</p>
<b>Target group of participants/Who should attend</b>	<p>Group sizes of 16 ideal. Business leaders or managers who want to adopt a more structured approach to existing, and to bring to life, new and innovative ways of working. Future and Aspiring leaders who are open to review existing practices and make changes. HR and OD Leads looking for a structured methodology to introduce in the growing business. This course is packed with practical tools and techniques.</p>
<b>Is there opportunity for delivery to be flexible dependent</b>	<p>This programme is best in groups so that experience can be shared and the focus is on going back to basics of successful business. The groups could be smaller to feel more intimate for</p>

**upon the needs of  
individual  
learner/employer**

the business leaders who may open up and share experiences more easily. The content would be great used in a mentoring and coaching engagement 1-1 or small groups but not so cost effective financially within this funding project.