



TOTAL QUALITY ASSOCIATES

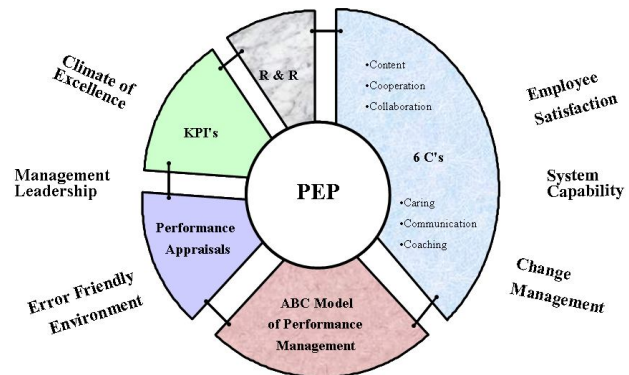
Achieving Results through Business Excellence

Performance Excellence through People (PEP) —The Real Competitive Advantage

This is a 1-day workshop is for managers, supervisors and HR professionals, who want to increase employee engagement and maximize employee contribution to business excellence.

People can be a company 's most important asset but *it does not happen by accident*. This workshop will help you create a workforce that truly is your most important asset.

- Learn about a multi-factor model that can really create a high level of associate engagement.
- Avoid the pitfalls of performance appraisals, which can actually have a detrimental effect.
- Recognize the power of the 6C 's which can be the *least costly but most effective component of PEP*.
- Learn the powerful impact of Key Performance Indicators (KPIs) on performance excellence.
- Assess the "environmental factors" that can help make or break PEP



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Expected outcomes — You WILL:

- √ Develop a full appreciation of the important components for effective employee engagement.
- √ Be able to increase the probability of a "good hire".
- √ Create a performance review model that actually helps increase performance.
- √ Leave with a toolbox to help you achieve Performance Excellence through People.
- √ Clearly see how to utilize the concept of "situational leadership" to raise performance to its best level.

Contact us for workshop structure, cost, dates and in-house options.

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