

Helping Create Performance Excellence

# Business Management Performance Improvement Skills

2 Week Training Program

- ✓ Effectiveness Analysis, Operational Audit Best Methodologies
- ✓ For Maximization of Your Business Unit's Effectiveness, Efficiency Goal Achievement

A 2 week Training Program

## Program Overview

This training program provides you an Opportunity to Learn and gain expertise in "How to Improve your Organization /Department/ Section Performance!" Most of the Skills and Expertise provided by Top Management Consultants for a huge fee...

This program emphasizes meeting and exceeding internal and external customer expectations. By successfully doing this you will have turned your organization or department into a centre of customer excellence.

A central theme of this program is how to manage-by-fact and avoid reliance on Management by Gut-feeling. The first part will focus on understanding the critical processes going on in your organization and identifying the problem areas for management attention. The second part will focus on developing performance improvement strategies and methodologies relating to the issues discussed in the first part.

This program is intended for a whole range of professionals - Management Analysts, Management Auditors, Department

Supervisors and Managers, Engineers, Promising Future Managers, and, Practicing Management Consultants.

Helping You Manage-By-Facts

Not Management-by-Gut-Feeling!!

## Program Content

Day to day agenda will be provided by the program director - this agenda is customized to take into account the Real needs of the participant group

1. **How this Program can do Wonders for You and Your Department.**
2. **Methodologies Technologies**
  - a. Best Industry Practices
  - b. Latest Tools and Techniques
  - c. Management Systems

## This Program has two parts:-

1. The first two weeks will focus on understanding the critical processes going on in your organization and identifying the problem areas for management attention.

## First Two Week Program Content

How you can apply Management-by-Facts and Management-by-Measurement to the

## Business Management Performance Improvement Skills Training (BMI205)

following main management concerns in any forward looking organization:

1. Business Partners including Suppliers, Contractors, Associates...
2. Business Strategy
3. Corporate Image
4. Corporate Work Culture
5. Customer Satisfaction
6. Information Technology Security
7. Leadership Skills of Managers and Executives
8. Performance of Logistics Unit
9. Performance of Utility Departments
10. Pollution and Environment Control
11. Productivity
12. Service Units – Performance
13. Technology Resource Deployment
14. Wasted Resources
15. Setting up Early warning system to Provide Decision Support Data
16. Workshop Case Studies 1
17. Workshop Case Studies 2
18. Program Recommendations
19. An Individualized Action Plan for each Participant.

### Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

**Typical participant will take away a personalized action plan** for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A Personal Action Plan
2. A Business Unit/Organizational Action Plan

### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
  1. Training New employees
  2. Competency Building in Existing Employees Transferred to a New Assignment
  3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
  1. Relevant Technical Knowledge, Skills and Competencies
  2. Organizations' Strategic Objectives
  3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
  4. Good Management Practices
  5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations
3. Create a pool of trained manpower who can cost-effectively disseminate the knowledge to large number of employees inside the organization. This is made possible by Euro Training's unique easy to understand and use methodology based on

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Checklist & Quality Assurance Approaches.

### Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal & external)
2. The action plan you take away will help you make a difference in your business unit or organization. This difference when added to your resume will make you a prime candidate for career advancement in your own organization or in your next job/s.
3. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/customers is known to to enhance Job Satisfaction and reduce Monday Morning Blues.
4. As one of your stakeholders/customers is Executive Management, therefore the program ensures you will know the Strategic Imperatives that Drive the Organization's Efforts in your relevant job area. In the process enabling you to make a leadership contribution.

### This Program is Intended for...

**Those new to the field** take away a good multi-discipline understanding of the issues involved in the program works. It helps them become productive quickly and builds in them a knowledge framework that will help identify, understand, classify and remember on the job experiences in his memory.

**More experiences participants** take-away an individualized action plan as mentioned elsewhere in this technical sheet.

**Implementation Teams:** This program can be used to train implementation teams where...

1. a new project or initiative being started in your organization
2. a new strategic focus is being initiated
3. just prior to a Consultant being hired to advise the organization.

Each participant will take away a memorable and potentially life changing experience from the program.

### Registration Recommendations

**Team Nominations:** This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program.

### For Latest Program Schedule Email:

[bmi205@euroTraining.com](mailto:bmi205@euroTraining.com)

[www.eurotraining.com/bro/bmi205.php](http://www.eurotraining.com/bro/bmi205.php)

REGISTRATION FORM	
<b>Program:</b>	<b>Business Management Performance Improvement Skills Training (BMI205)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

## REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
  - USD \$8,900 per participant
- and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$9,790 per participant)
- Accommodation, A 10% Service Charge at London and Paris & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.