



**Schulich**  
School of Business  
Executive Education Centre

# Improving Organizational Performance

*Drive higher levels of organizational performance and facilitate improvement projects by applying a step-by-step operational improvement model.*

*SEEC Moments of Insight include:*

Build a team culture that promotes innovation and continuous improvement.

Determine when and how to move from 'manager' to 'coach' and engage employees to produce tangible results.

Learn to document current work processes to identify and remove waste, delays and duplications.



**Register for an Upcoming Session:**

May 28 - 29, 2018  
October 1 - 2, 2018

## **Our Participants Say it Best:**

*"The course provided an opportunity to learn and practise new skills in an engaging forum. It was interesting how many common challenges there were among a group of leaders from such diverse organizations."*

**J. Ross, Head of Subway Transportation, TTC**

*"Direct and straight to the point by delivering the tools needed to succeed. Excellent course!"*

**N. Green, Manager, Siemens**

*"This was by far the best instructional course I have taken in my career. It was informative, entertaining, and supplied very practical tools to produce results."*

**M. Peesker, Distribution Manager, Startech**



14 PDU\*



14 CPD

**Register Today / Complete Details**

<http://seec.online/11793>



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# Improving Organizational Performance

Create business teams committed to organizational excellence!

## Reshape your workplace for growth and sustained success.

In a workplace characterized by volatility, uncertainty, complexity, and ambiguity, managers are being asked to drive change with fewer resources. Learn not only how to survive but how to thrive by applying a **9-step operational improvement model to achieve sustained results**. Most importantly, by involving your people in pinpointing improvement opportunities, benchmarking your performance, setting new goals and examining key processes critically, you will **create a winning business team committed to organizational excellence**. Enrol today to **obtain the tools and processes to bring about a dramatic improvement in the way you manage your daily operations**.

## Top Take-Aways

1. Follow a **systematic 9-step approach to achieving operating improvement** in any department
2. Use a balanced scorecard to **build commitment to ongoing change** and improvement
3. **Map key processes** to identify and remove waste, duplication and non-value added activities
4. Build an **innovative culture**
5. **Prioritize opportunities** and set challenging, measurable goals
6. **Establish powerful project teams** committed to innovation and improvement
7. Apply new leadership skills to **change the way people think**

## Who Should Attend

- Department managers and directors responsible for better department performance
- Operations managers and supervisors
- Project managers, process and systems managers
- Business owners and partners
- Human resources executives
- Public sector leaders
- Process, logistics, and quality managers
- Plant and manufacturing managers
- Service delivery managers

Each participant will apply their learning to a business challenge using hands-on practice of the concepts and models.

## Overview of Learning

### Achieving Organizational Improvements

- The speed of change
- Meeting the needs of competing stakeholders
- The impact of change on organizations
- Building continuous improvement into daily work life

### Getting Buy-in to Improvement: The Process of Involvement

- The power of employee engagement
- Case studies illustrating different change strategies

### Measuring Operating Performance Before, During and After the Changes

- Engage employees productively
- Build commitment to change
- A new approach to measurement: using a balanced approach to increase accountability and ownership
- Generate team excitement using a superior measuring system

### Establishing a Measurement System That Builds Accountability

- Measuring the past and the future
- Tracking the intangibles
- Setting 'SMART' goals by benchmarking
- Two powerful principles to make benchmarking effective and inexpensive
- Planning for improvement – sharing responsibility for change

### Creating a Project Improvement Team

- Selecting the right people
- Involving people outside your department

*Continues Online*

### Get the whole picture.

Preview complete course content and instructor bio online.

**Complete Details / Register Today**

<http://seec.online/11793>

Tel.: 416.736.5079 | 1.800.667.9380  
or email [execedinfo@schulich.yorku.ca](mailto:execedinfo@schulich.yorku.ca)

### Dates & Locations:

**May 28 - 29, 2018**  
Executive Learning Centre

**October 1 - 2, 2018**  
Executive Learning Centre

### Registration Fee:

\$2,450 + applicable taxes

### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change