



LOUIS ALLEN

BETTER MANAGERS = BETTER RESULTS



## EFFECTIVE BUSINESS PERFORMANCE MANAGEMENT

*Empowering participants to achieve business results through effective management principles.*

### DESCRIPTION

The Effective Business Performance Management workshop provides managers and business leaders with skills on how to define the purpose for their businesses, conduct an analysis to determine inhibitors and facilitators of success as well as the development of objectives against which business success can be measured. The workshop is facilitated through instructor-led presentations, group discussions, individual and group exercises, case studies, and additional reading material. An emphasis is placed on post workshop application to ensure skill transference.

### FORMAT

The Effective Business Performance Management workshop is a two-day interactive, instructor-led, learning experience, followed by a 12-week on-the-job business improvement project and assessment.

### TARGET GROUP

This workshop is intended for middle to senior managers, as well as business owners. It is ideal for participants operating in a multi-discipline environment where they are tasked with the formulation or implementation of business objectives.

### LEARNING OUTCOMES

- Defined (or refined) your workgroup's business purpose.
- Identified important KPI's that measure the achievement of your objectives
- Assessed the environmental factors that have a major impact on your workgroup and organisation
- Defined the value propositions that signal what you deliver to important internal/external stakeholders.
- Identified major core processes that represent your major deliverables to the organisation.
- Identified the performance objectives that represent the greatest return on your efforts.

### WORKSHOP OUTLINE

#### Section 1: Business Analysis

- Environmental Scanning
- Risk Analysis
- Identifying Focus Factors

#### Section 2: Business Planning

- Business Planning Process
- Business Planning Concepts
- Developing Strategies
- Developing Objectives
- Developing Action Plans

#### Section 3: Implementing

- Plan Implementation Process
- Key Concepts & Tools for Plan Implementation

**TIMELESS MANAGEMENT LEADERSHIP PRACTICES**

## Section 4: Business Plan Evaluation

- Evaluation of Plans
- Evaluating Performance
- Correcting Performance

## BENEFITS

### 1. Increase your overall effectiveness as the business manager of your work team/business

Participants will learn how to apply a system thinking approach when analysing their business environment, planning for execution and identifying opportunities for improvement.

### 2. Increased awareness on effective management of business performance

Participants will gain insight on how to analyse business operations in order to identify the causes behind results achieved and the effects of those results on their business.

### 3. Increasing your team's contribution to the organisation

By learning how to align team objectives to the overall mission of the organisation, participants will be able to increase their contribution in achieving organisational objectives.

### 4. Managing performance effectively

Our system's approach to effectively managing performance provides participants with an easily understandable model and practical templates. By the end of the workshop, participants' will have completed a first-draft business performance management template which they can use to track performance against set objectives.

### 5. Increased problem-solving skills

A key focus of this workshop is on the ability to analyse issues effectively in order to identify the underlying root cause before action plans are developed. Ensuring that real problems rather than symptoms are solved will save money and increase the impact on business operations.

### 6. Practical Application

Our approach ensures concepts; principles and techniques are applied through the use of practical exercises, tools, templates and an on-the-job business improvement project. The before- and after-picture results of the project are also measured in order to high-light the impact the participant had on bottom-line business results through this development process.

### 7. Increased business acumen and improved cross-functional relations through the creation of learning teams that will provide continuous coaching and support.

## MATERIALS

Each participant will receive the Effective Business Performance Management manual, workbook, hand-outs as well as a flash-drive with all essential documents and summaries.

*This workshop is accredited through the Services SETA on a NQF Level 5 with 13 credits.*



This workshop and materials can easily be customised to meet the specific needs of client organisations.

## LET'S CONNECT

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HELPING PARTICIPANTS BUILD PERFORMING TEAMS AND  
BUSINESS THROUGH **ANALYSIS, DESIGN AND IMPROVEMENT**