

PROFITABILITY

WORKS

Workshop outline:

- **Introductions & why we are here** ~30 MIN
Investing in the team and expectations of attendees. This will address why the workshop is important and how it will help attendees. Discuss session ground rules.
- **Leadership vs Management** ~30 MIN
Why leaders must wear both hats. Plan, Organize, Control vs. Set Direction, Align Resources, Motivate/Inspire. Review how to be more effective by determining which skill to deploy.
- **Understanding Financials** ~ 60 MIN
Connecting key activities to financial performance. Review how improvements in sales, reduction in costs, and increase in productivity impacts bottom-line financial results differently.

BREAK 15 MINUTES

- **Improving Productivity** ~60 MIN
Productivity is the biggest financial and customer satisfaction lever and the PM controls it. Review setting productivity expectations, measuring success, and regular communication touchpoints.

LUNCH BREAK 45 MINUTES

- **Effective Communication** ~ 75 MIN
Understanding self and others – review DISC essentials and changing communication styles to meet your audience. Discuss empathy vs. sympathy and the power of listening well. Review effective email communications best practices.
- **Prioritization** ~45 MIN
Urgent vs. Important matrix. Review what you should be working on vs what you are working on. Attendees identify low-value activities that need to be eliminated and techniques to gain more time for important work.

BREAK 15 MINUTES

- **Problem Solving and Front-Line Decision Making** ~75 MIN
Decision-making framework to include identifying root causes, mitigation techniques, follow-through, review results. Discuss decision-making criteria; the speed of decisions vs. the need for more information.
- **Review & Application** ~30 MIN
How each competency impacts the customer and employees. Review of content and key takeaways. Review 3-month follow-up sessions and answer questions.