

# SYSTEMS APPROACH FOR CREATING AND SUSTAINING A HIGH-PERFORMANCE ORGANIZATION

## Rationale

Top management plays a crucial role in creating and sustaining high-performance organizations (HPOs). A systemic and integrated approach which encompasses strategic change, customer focus, product/service quality, healthy organizational culture, excellent work processes, teamwork, a highly motivated workforce and lifelong learning is crucial for ensuring long-term organizational success in today's highly competitive and rapidly changing world.

## Objectives

At the end of the workshop, participants should be able to:

1. State the ten core attributes of high-performance organizations.
2. Explain the five major steps in creating and sustaining a high-performance organization.
3. Explain the five practices of exemplary leadership.
4. Explain the four steps in developing an effective service strategy.
5. Explain the three main stages of strategic management.
6. Explain the eight major steps in changing corporate culture.
7. State the ten characteristics of a nurturing and high-trust work climate.
8. Explain the ten characteristics of high-performance work teams.
9. State at least seven tips on promoting organizational learning.
10. Explain John P. Kotter's eight-stage process of creating major change.

## Content

1. Overview of high-performance organizations
2. Creating and Sustaining a High-Performance Organization Model
3. Establishing organizational direction
4. Effective Leadership
5. Developing a healthy corporate culture
6. Creating a customer-driven organization
7. Creating a nurturing and high-trust work climate
8. Developing high-performance work teams
9. Creating a learning organization
10. Managing planned organizational change successfully

## Methodology

Interactive lectures, exercises, group discussions and video presentation

## Duration

3 days

## Target Group

Senior managers

## Facilitator

Dr. Ranjit Singh Malhi