Symphony Program Flow

A systematic process for assessing, planning, and managing individual and team performance

STRATEGICALLY CUSTOMIZED	MODULE	KEY LEARNING OUTCOMES	ACTIVITY DESCRIPTION
	Myths & realities of the people-side of the business 30 MINUTES	• Understand the positive correlation between companies who excel in the people management process and excel in bottom-line results • Realization that the manager is the lynchpin in driving higher levels of engagement and productivity	• Using a set of Myths and Realities cards, participants identify the nature of a highly engaged workforce • Participants explore opportunities to impact engagement and performance in their organization • Managers come to the insight that they personally play a critical role in generating employee engagement
	Evolution of the Workplace 30 MINUTES	• Understand how perspectives and approaches of management and leadership have evolved • Address the role and responsibilities of today's of manager in a constantly chaotic, ambiguous, and changing environment	• Working in table groups, participants first explore the evolution of management approaches • Continuing to work in table groups, participants explore the upsides and downsides of the workplace evolution elements to the realities of performance management
	Explore the six key influences on human performance 90 MINUTES	• Learn the six Symphony influences for obtaining peak performance and the value of using a consistent and shared language to drive performance • Learn roles and responsibilities of managers and performers in achieving business results • Learn to "look in the mirror" first when managing performance	• Participants use an individual score sheet to determine the sequence of addressing a typical performance challenge • Teams work to reach consensus on a group answer, discovering that no common language exists in their organization • A well-researched model sort is revealed and debriefed; and the value of a shared language is discussed
	Discover 24 practical tools for increasing peak performance and closing performance gaps 60 MINUTES	• Learn the broad range of tools available to managers for improving performance • Understand the time and cost associated with each key influence • Realize the impact managers have on achieving peak performance by using the low-cost tools aligned with Expectations and Feedback	• Teams sort and discuss 24 cards that align with the six influences and describe tools that impact individual and team performance • Participants discuss the time and cost implications of the categories of those tools, and in so doing they discover a systems-thinking approach for maximizing performance in others
✔	**Apply the systematic Symphony model to customized, real-world performance challenges** 120 MINUTES	• Build skill in using Symphony's systematic approach and tools to address typical performance challenges	• As a team, participants process five to seven custom performance challenges, developing and sharing an action plan with the group at large
	Apply a simple step-by-step assessment tool to actual performance challenges faced by managers back on the job 60 MINUTES	• Build additional skill in resolving actual performance challenges participants are facing	• Each participant completes a Symphony Score (simple assessment), analyzes their team's current performance, and develops actionable plans to take back to the job