

SOLUTION OVERVIEW

Symphony

An in-person or virtual workshop from our thought leaders at **BTS**

AUDIENCE - *Symphony* is designed for leaders, managers, and individual contributors. The first step in a comprehensive management development curriculum, it also supports formal planning processes, change management, quality programs, product launches, market segmentation processes, sales management development, and other initiatives in which human performance is the key to achieving results.

Manage an encore-worthy performance by systematically leading your team to high levels of engagement and productivity

*Applying Peter Drucker's metaphor of the manager as a musical conductor, **Symphony** activates a systems-thinking approach to leading effectively, especially through periods of change. The 1-day face-to-face program also has a virtual edition consisting of two 3-hour sessions that can be done contiguously or within 2 weeks for 15 to 300 participants.*



“Management is about human beings. Its task is to make people capable of joint performance, to make their strengths effective and their weaknesses irrelevant.”

- Peter F. Drucker

Key outcomes - you'll learn how to

- Apply a systematic process for leading peak performance
- Plan and execute performance more effectively
- Identify and evaluate performance issues in a balanced and objective manner
- Analyze performance gaps and resolve complex performance challenges
- Redirect and improve sub-par performance faster and more cost-effectively
- Apply a management process that facilitates planning for consistently exceeding individual, team and company goals



PROGRAM DESCRIPTION - During *Symphony*, participants learn that **the manager is the lynchpin** for creating high levels of employee engagement and productivity. They assume their metaphorical role as the conductor of a symphony orchestra. The metaphor provides a simple and elegant way for learning and remembering back on the job. They consider **the 6 key influences** that research has proven have the biggest impact on directing performance: **expectations, feedback, resources, job fit, training & development, and motivation**. Next, they consider a set of **24 performance tools** that can help shape and maximize performance as they apply the *Symphony* model to identify gaps between current and desired levels of performance. Participants receive multiple cycles of practice and application as they apply the *Symphony* approach to relevant, client-specific case studies.