

Course Description

Sustaining Exceptional Performance: Attention to Detail AMS237



Overview

Sustaining Exceptional Performance will motivate professionals to exceed minimum standard expectations by developing an understanding of the personal commitment to excellence that is necessary to achieve optimum results. In order to manage in the pressure of a “right sized” environment, a professional needs superior interpersonal skills in order to maintain focus. This course is designed to discuss the goals, standards, expectations, abilities and realities associated with attaining peak performance and the level of discipline necessary to achieve it. Learn to recognize the variables associated with failure, stress and below-standard performance and transform them into zero defect results.

In order to achieve high levels of accuracy each individual must believe in a common vision of customer focus and communicate that commitment to both internal and external contacts. Attention to detail in this type of organization is not an addition to the workday but an imbedded standard operating procedure. This course will illustrate the personal attributes that translate into world-class excellence.

Learning Objectives

- Develop cross-functional communications and work within protocol and get things done
- Manage data to provide necessary information and continually improve work process
- Improve accuracy and complete work within designated parameters
- Plan for and manage through resistance
- Create an effective system of communication to choose decision and cohesion over avoidance
- Examine the natural cycle of creation and implementation
- Reach beyond the comfort zone to enlist true empowerment
- Achieve downward aimed service by defining conditions of satisfaction
- Maintain direction and achieve expected results

Format

This course is highly interactive and adaptive to participant’s interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Duration

One day

Who Should Attend

Professionals who wish to enhance skills that will lead to increased productivity and accuracy would benefit by taking this course.