

Active Manager[®] – Key Features

TrinityHorne.

www.trinityhorne.com

ABOUT ACTIVE MANAGER[®]

At Trinity Horne our passion is helping individuals, teams and organisations to identify and realise their potential. Over the years we have earned a reputation for not just identifying potential, but rapidly realising that potential and delivering sustainable improvement. We make improvement happen through people, working with them to significantly improve operational effectiveness.

Active Manager[®] is a performance improvement programme delivered through people. It uses exemplar modelling, combined with management development and accelerated performance management to achieve agreed performance goals and individual accreditation.

With its emphasis on first and second line management, Active Manager[®] equips managers with the appropriate skills, tools, knowledge and confidence to deliver sustained performance improvement from within their teams and a focus on continuous improvement.

Incorporating a robust support framework for each manager, our behavioural change methodology creates an environment where 'active management' is the norm. It ensures congruence of purpose by aligning short-interval goal achievement with the aspirations, not just of individual managers, but of the organisation at large.

By helping your managers to elevate personal performance, sharpen business acumen and deliver targeted and sustainable business performance improvement, Active Manager[®] typically delivers productivity increases in the region of 10% to 15%.

WHY ACTIVE MANAGER[®]

- A proven methodology that enables a business to realise the full potential from its managers and teams
- A toolset that establishes clear ownership and accountability for performance improvement with 1st and 2nd line managers
- Measurable improvements in operational performance
- A coaching culture leading to a more motivated, confident and capable workforce
- Focused investment in managers' development
- Transfer of knowledge through a coach-the-coach programme
- Accreditation to the status of "Active Manager[®]"

BENEFITS

- Delivers a productivity improvement of 10% to 15%
- Provides a return on investment of 2:1 within 12 months
- Low cost of ownership
- Equips operational managers with the tools and time to effectively coach, mentor and build high performance teams
- Creates sustainable cost reduction, improved productivity and increased profitability.

PROGRAMME LAYOUT

Define Active Manager[®] Programme plan to ensure alignment with business goals:

- Establish case for change
- Create momentum
- Identify leadership team
- Establish vision, goals, tactics and roadmap
- Communicate vision, approach and timescales
- Set improvement baseline
- Agree programme review process

EXEMPLAR MODELLING

Modelling allows us to examine in detail exactly how managers carry out their role and the thinking strategies used to achieve the results they do. Structured interviews and workplace observations identify 'what good looks like', allowing the creation of a model of skill sets, motivation drivers, knowledge and working patterns which deliver results. This allows managers to 'benchmark' their own performance to determine required actions for performance improvements.

MANAGEMENT DEVELOPMENT

A customised behavioural programme is created based around the exemplar model. Equips managers with skills, tools, knowledge and confidence for effective management:

- Introduction to management systems
- KPIs and productivity
- Report interpretation
- Causes of ineffectiveness
- Role of front line managers
- Change management
- Leadership styles
- Performance management and coaching
- Confrontation management
- Managing high performance teams
- Case studies and role play

ACCELERATED PERFORMANCE MANAGEMENT

Designed to improve individual effectiveness and ensures application of learning and improvement delivery:

- Intense programme of 1 to 1 tuition and support
- Implicit and explicit needs analysis
- The PERFORM model route to goal achievement
- Values and beliefs, attitudes and behaviours
- Pyramid of confidence - self assessment
- Styles of behaviour
- Characteristics of an effective change agent
- Sustaining improvement and action planning
- Identified behaviours and desired skills sets embedded
- Accreditation on goal achievement