

Operations & Execution Motivation, Problem Solving & Teamwork

2 Days Workshop – Program Outline:

1. Operations & Execution Management

- a. Demonstrate Business & Strategic Acumen – Build Strong & Vital Organization – Set The Pace & Execute – Manage Internal & External Stakeholders – Lead With Integrity – Don't Think Short Term & Get Shot!
- b. Operations & Execution Communication Management – Adhere To Long Term Organizations' Strategy – Work Towards Periodic (Monthly / Quarterly / Yearly) Team Goals& Targets
- c. Communicating & Cascading Team Strategy & Emphasizing Execution Orientation For Shift-To-Shift / Day-To-Day Operations Management
- d. Selecting Best Fits In Alignment With Team Objectives – Lead & Manage People –Step Into Team Members' Shoes To Guide, Coach & Mentor

2. Team Building

- a. Build Team Strategy – Look Beyond Daily Shift Operation– Enable Team Members Align To Vision – Mission – Goals – KRAs – KPIs – KRIs – Output – Outcomes
- b. RACI (Responsibility – Accountability – Consulting – Information) Charting – Promote Team Awareness WRT Labor Laws, Factories Act, ESI, PF, Etc.
- c. Team Building Best Practices & Lessons Learnt – Forming – Storming – Norming – Performing Techniques
- d. Promoting Team Collaboration – Tips, Tricks, Traps & Techniques – Team Meetings & Eating – Conducting Effective Face To Face & One-On-One Meetings – Communicating TEAM (Together Everyone Achieves More) Values

3. Team Motivation Management

- a. Identifying Individual Strengths – Focus On Plus Points – Explore & Evolve!
- b. Leveraging Strengths For Operations & Execution Efficiency & Effectiveness
- c. Set The Agenda – Communicate Individual Deliverables & Their Importance In Realizing The Team Goals / Objectives
- d. Drive For Results – Emphasis on Outputs – Promote Outcome Awareness

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4. Team Passion & Energy Drivers – Generic Influencing Approaches

- a. Autocratic, Push –works when supported by personal power
- b. Collaborative, Pull –works where no power available
- c. Logical Approach –works with logical, linear thinkers
- d. Emotional Approach –works to get others fired up about an issue
- e. Assertive Approach –works when overcoming resistance
- f. Sales Approach –works where benefits need emphasizing
- g. Bargaining Approach –works where a win-win outcome needed
- h. Walk The Talk Approach –works if you can model what is needed

5. Effective Problem Solving

- a. Get Data Points – Mine Data – Obtain Biz Intelligence – Solve Operations & Execution Problems – Achieve Operations Excellence By Promoting Output Efficiency & Productivity – Plan For Outcomes & Effectiveness
- b. Promote Kaizen – Continuous Improvement In The Operations & Execution – Distinguish Between Symptomatic & Root Cause Analysis – Plan for 5S: Sort – Set – Shine – Standardize – Sustain
- c. Deploy Problem Solving Techniques – Pareto Charts – Fish Bone Diagrams – Brain Mapping – SCAMPER Process Reengineering Methodology For Funneling & Picking Fresh Innovative Ideas
- d. Effective Sense Making & Brainstorming Techniques – Thinking Inside The Box By Managing Knowledge – Thinking Outside The Box For Creative & Innovative Ideas – Thinking In New Boxes By Practicing Parallel & Lateral Thinking Techniques

6. Optimize Your Team & Surge Ahead By Effective Conflict Management & Negotiation Skills

- a. Deal With Conflict Emerging From Difficult Employees – Don't De-Link Employees – Tactics To Deal Tough Employees Throwing Attitude and/or Subject Matter – Competency – Learn To Negotiate With Under & Over Achievers
- b. Conflict Management – Symptoms of Team Conflict – Types Of Project Conflict: Intra Personal – Inter Personal – Intra Group – Inter Group (Department) – Intra Organizational – Inter Organizational – Case Study / Scenarios – Understanding Root Causes of Team Conflict
- c. Deal With Conflict (My Way – No Way – Your Way – Half Way – Our Way) – Collaboration Vs Confrontation – Addressing Team Conflict (Problem Definition – Data Gathering – Data Analysis – Choosing Best Solutions – Implement Solution – Refine Solutions Continuously)
- d. Deal With Conflict Quickly & Effectively – Best Practices From Rest Of The World!

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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
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