

## FOUR-PRONGED APPROACH TO PERFORMANCE IMPROVEMENT

SMC Performance Plus four-pronged approach to performance improvement offers your organization a unique consulting experience that is committed to maximizing your existing resources. We will work with you each step of the way and develop a customized initiative that your own internal resources can competently implement. Using a proven train-the-trainer/teacher-leader coaching model your organization will be provided a sustainable performance solution that can be supported by your operating systems.

### People/Leadership Development

Learn to harness the power of your people. The People/Leadership performance driver will help you to fully maximizing the diverse talents in your organization. Whether working with a large, mid size or small human resource base, knowing what knowledge and skills you need to move forward and understanding where your strengths and opportunities lie will focus your efforts and provide you your greatest benefit.

It has been our experience that the less tangible aspect of the workplace is often the most underestimated. SMC Performance Plus demystifies the soft side of business by linking people and leadership performance directly to the hard core elements of your daily operations.

## People/Leadership Development

- Teacher-Leader Facilitator Skill Development
- Coaching and Mentoring
- Strategic Planning - Vision, Mission and Goals
- Creating a Continuous Improvement Culture
- Motivational Performance Management
- Customized New Hire Orientation
- Diversity in Action
- High-Performance Teams
- Creating an Effective Work Group-based Culture
- Effective Communication
- Meeting Effectiveness
- Time & Data Management
- The Accountability Factor
- Competency Based Skill Management
- Problem Solving & Conflict Resolution