



# THE MICRO CEO

## A two day workshop for Team Leaders



*As a middle manager, of any sort, you are in effect a chief executive of an organization yourself. Don't wait for the principles and the practices you find appealing or valid to be imposed from the top. As a micro CEO, you can improve your own and your group's performance and productivity, whether or not the rest of the company follows suit.*

— Andrew S. Grove

### Overall aim

To prepare team leaders to identify, measure and implement the ten essential components of team performance, to achieve measurable and continuous performance improvements in the teams that they lead.

### Workshop Objectives

Given two day workshops, the following objectives would have been achieved:

- ☑ Have an understanding of the ten essential components of team performance.
- ☑ Understand how to measure and benchmark the ten essential components of team performance, both quantitatively and qualitatively.
- ☑ Be able to translate the organisation's vision and strategies into the everyday activities of the team to develop a unified sense of direction.
- ☑ Be able to identify key stakeholders and determine the outputs, measures and targets that will enable the team to develop a balanced scorecard to achieve total stakeholder satisfaction.
- ☑ Clarify the roles of each team member.
- ☑ Know how to implement a performance linked communication system.
- ☑ Know how to implement a performance linked learning system.
- ☑ Know guidelines to be followed and pitfalls to be avoided when implementing the ten essential components of team performance into the team.
- ☑ Have developed an implementation plan to achieve measurable and continuous performance improvements in the team.

### Agenda - day one

- 9:00 am **START**  
Opening by the National General Manager, Dowell Windows.  
Introduction (including administration, agreement on Objectives and Agenda, etc)
- 9:30 am **Big Picture framework**  
Measure and benchmark the ten essential components of team performance
- 11:15 am **TEA**
- 11:30 am **A unified sense of direction**  
Role Clarity
- 1:00 pm **LUNCH**  
Outputs, measures and targets
- 3:15 pm **TEA**
- 3:30 pm **Performance Linked Communication**
- 5:00 pm **CLOSE**

### Agenda - Day two

- 8:00 am **START**  
Re-cap Day One
- 9:00 am **Performance Linked Learning**
- 10:15 am **TEA**
- 10:30 am **Performance Linked Learning**  
Implementation guidelines and pitfalls
- 12:00 pm **LUNCH**
- 1:00 pm **Implementation plans**
- 3:00 pm **CLOSE**