



## Productivity Improvement Programs

### We Can Help You Enhance Employee Productivity

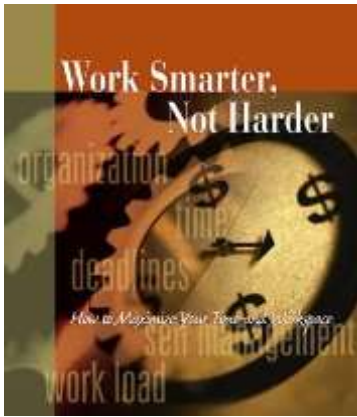
In today's fast-paced environment, it's important for managers and staff members to be organized, manage multiple priorities, streamline individual and group workflow, manage multiple projects, and meet deadlines and business goals. How can you help employees maximize their time, workspace and priorities? We work with organizations of all types and size to use their existing resources more efficiently by identifying their productivity challenges, streamlining their processes and creating new ways to manage their workflow. The result is increased creativity and problem solving, decreased processing time, cost and employee turnover, and meeting business goals.

### The Productivity Training Academy

Although productivity training is and continuous improvement is essential to success, we also realize that employees are pulled in numerous directions both at work and in their personal lives and it can be difficult to invest in traditional training. Hight Performance Group (HPG) offers a variety of training courses and platforms that meet your training needs and requirements. We deliver onsite Instructor-Led Training to accommodate your preferred schedule that can be customized to align with your training requirements. We also provide both live webinars and asynchronous ones that are pre-recorded and may be replayed at the convenience of your employees.

This proposal provides an overview of our different productivity training topics and platforms available. Customized instructional design and applications can also be created to better align with your needs.

P.S. HPG specializes in productivity improvement training and also offers other topics and assessments for Communication, Management Development, and Customer Service. Please contact us for more information on the training topics in these areas at (512) 354-7219.



## Work Smarter, Not Harder (the full program)

*(Full program consists of four training modules and optional one-on-one coaching sessions at participants' desks or workspaces. Modules may also be offered as standalone 1.5 – 2 hour training sessions.)*

This is not a “quick-fix” time management seminar. It's a unique program that changes work styles and increases productivity. The seminar portion offers strategies and techniques to redesign workspaces, streamline workflow and create better organization. Participants can receive follow up coaching sessions at their office or workplace to address unique workflow challenges and develop a

customized system to maximize their productivity. Over two months, this developmental program helps create long-term results.

- Learning Outcomes:**
1. Redesign individual workspace to clear clutter and enhance concentration.
  2. Create workflow system to prioritize tasks and manage multiple projects.
  3. Assess time management challenges in 12 areas and create improvement plan.
  4. Use time management tools & strategies to increase productivity and reduce stress,

### **Module 1: Optimize Your Space for Higher Productivity**

- Do you feel stress or overwhelm as soon as you get to your office?
- Do you find it difficult to stay focused on your most important priorities?
- Do you try to multi-task as you juggle between conflicting priorities?

Time and motion studies prove that people lose 1-2 hours a day through disorganization, lack of concentration and constant interruptions. Practicing work smarter, not harder strategies starts with having a workspace that promotes productivity. By optimizing your workspace, you'll feel organized all day, improve your concentration, reduce your stress immediately, and get tasks done in ¼ the time!

*In this session, you will:*

- Assess your current workspace and workflow habits
- Discover how to optimize your office layout to increase space and workflow efficiency
- Recognize why multi-tasking doesn't work and how to manage multiple priorities effectively
- Explore tips to redesign and reorganize to up your productivity

### **Module 2: Outlook Tips and Tricks to Manage E-Mails and Multiple Priorities**

- Are you drowning trying to manage a huge volume of e-mails?
- Are you faced with juggling multiple priorities with competing deadlines?
- Do you have multiple To Do Lists and struggle how to stay organized and productive?

Most people lose up to two hours a day managing e-mails and multiple priorities. It's time you learned how to work smarter by leveraging the technology at your fingertips! Explore 12 Outlook tips and tricks that help you manage a tidal wave of e-mails, save you time, and increase your productivity. It's time to get your workday under control. Are you ready?

***In this session, you will:***

- Take the Outlook Tips & Tricks Scorecard: How Well Do You Leverage Outlook to Manage Your Day?
- Discover E-mail Management Tips to Process E-mails in Less Time
- Learn How to Integrate Features of the Outlook In-Box, Calendar and Task Manager to Balance Multiple Priorities
- Explore Tips for Tracking and Prioritizing Multiple Projects, Tasks and Requests

***Module 3: Strategies to Use Time Effectively***

- Do you feel you need better time management skills and don't know where to start?
- Do you spend much of your day fighting fires and dealing with unnecessary interruptions?
- Do you often feel "busy" yet accomplish little of what's really important to you each week?

You've often heard someone mention they need 'time-management' help. Did you know there are 12 time management skills areas and that you need to be good at all of them to be effective? There's a good chance that you don't suck in all of them, so which skill area do you really need to improve on? Explore the concepts made popular in Stephen Cover's book, 7 Habits of Highly Effective People and explore proven strategies to gain 6 or more hours a week. *(Optional: Time Mastery online assessment for participants to identify their strengths and weaknesses in 12 different time management skills @ \$30/ea)*

***In this session, you'll:***

- Explore the 12 time management skill areas and identify your strengths and weaknesses
- Discover strategies and new behaviors needed to improve on each skill area
- Learn how the time management matrix helps you understand where your time goes and how to spend less time in 'crisis' mode
- Design a new ideal weekly schedule to balance multiple priorities and gain control of your time

***Module 4: Balance Multiple Priorities and Manage Stress***

- Is it difficult for you to say "No" or "Not right now"?
- Do you find it challenging to maintain an "open door" and your productivity?
- Is your stress level rising to the point where it's impacting your life?

Stress and burnout are on the rise. Did you know we work more hours than any other industrialized country in the world? With increasing demands from work and our personal life, it's getting harder and harder to achieve work-life balance.

***In this session, you will explore:***

- The Signs of Lost Productivity
- How to Make the Open Door Work for You
- 6 Ways to Say "No" or "Not right now"
- 5 Stages of Stress and Strategies to Achieve Work-Life Balance

*Length of training modules: (1 –2 hours, with a difference in topic depth and interaction)*

*Content are excerpts from the popular Work Smarter, Not Harder workbook and training program.*



## Mastering Twelve Areas of Time Management

Setting priorities and managing time effectively is the foundation for individual and organizational performance. This course offers an optional online assessment that helps you rate your effectiveness in twelve skill areas of time management. Then, you'll create a framework to develop customized strategies to improve your skills in specific areas.

*In this session, you'll:*

- Explore the twelve skills you need to master for time management.
- Identify your strengths and weaknesses in time management
- Discover time management strategies and tips to improve your skill areas:
  - Your Attitude About Managing Time
  - The Importance of Setting Goals
  - Managing Multiple Priorities
  - Analyzing Your Time
  - Planning Your Time and Resources
  - Scheduling Things to Get Done
  - Managing Interruptions
  - Making Meetings Effective
  - Dealing with Correspondence and E-Mail
  - Delegating Effectively
  - Conquering Procrastination
  - Managing Team Time

*Length of training: (2 –4 hours, with a difference in topic depth and interaction)*



## Introduction to Project Management

Everyone manages projects from time to time. Projects are different than one-off tasks as they have multiple tasks that need to be completed over time, are interdependent on one another, and often require coordination with other teammates or staff from other departments. Planning and managing the small steps of a project also require meeting cost, schedule and quality objectives. Learn the skills you need to develop to manage projects well.

- Learning Outcomes:**
1. Understand basic project management concepts.
  2. Identify the different charts and diagrams used in mapping projects.
  3. Apply learning for onsite project management case study.
  4. Learn best practices of managing multiple projects and resource allocation.

**Content:**

- What is Project Management?
- Planning the Project
- Project Planning Charts
- Implementing the Plan
- Project Control Charts
- Monitoring Performance
- The Project Life Cycle
- Sample Work Breakdown Structure
- Contingency Planning Tools
- Taking Control Action
- The Project Manager's Checklist
- Tips for Project Evaluations

*Length of training: (3 –4 hours, with a difference in topic depth and interaction)*

**Hight Performance Group, Inc.**

**P.O. Box 203606, Austin, TX 78720 T 512.354.7219 Email [cathi@hightperformance.com](mailto:cathi@hightperformance.com)**

**[www.hightperformance.com](http://www.hightperformance.com)**



## Meetings That Produce Results

- Are you suffering from attending too many meetings?
- How many of your meetings are ineffective and waste valuable time for you and others?
- Are meetings the only way to get things done?
- How do you design and manage meetings to make them really productive?

Everyone is experiencing ‘time poverty’ with too much to do and not enough time to get it done. It’s not uncommon for people to spend half their week in meetings. Even the most effective meetings are resource extensive and ineffective meetings cost everyone time away from accomplishing tasks.

In this training, you will explore strategies for designing, conducting and following through on meetings. You will discover tips on handling meeting challenges and holding others accountable. Whether you have occasional or numerous meetings to manage, this training will help you create productive meetings that value everyone’s time.

- Learning Outcomes:**
1. Identify characteristics of effective and non-effective meetings
  2. Explore 7 different types of meetings and how to use them
  3. Discover strategies for designing, conducting and following up on meetings
  4. Explore the best ways to address common meeting challenges

*Length of training: (2 –4 hours, with a difference in topic depth and interaction)*



## Introduction to Kaizen

KAIZEN is the single most important concept in Japanese management and the key to its competitive success. Kaizen creates a culture of continuous improvement and gradual transformation, and builds belief systems that constantly question whether there’s a better way to manage business and resources. Learn the basics of Kaizen and determine how it can create a sustainable future for your organization.

- Learning Outcomes:**
1. Understand basic Kaizen philosophies and concepts.
  2. Recognize the benefits of Kaizen in building sustainable organizations.
  3. Assess how Kaizen principles can enhance team development, support organizational change and increase customer retention.

### Content:

- The Role of Innovation, Kaizen and Standardization in Organizational Sustainability
- The Benefits of Kaizen
- The 3 Building Blocks of Kaizen
- Start by Eliminating MUJDA (Waste)
- Apply the 5 S’s of Housekeeping
- Standardize Best Practices for Repeatability
- How to Use Kaizen to Improve Team Productivity
- Employ Kaizen Strategies Enhance Customer Service and Retention
- Make Kaizen Personal to Grow Personally

*Length of training: (2 –4 hours, with a difference in topic depth and interaction)*

## Learning Platforms and Investments:

**Onsite Instructor-Led Training:** HPG will offer 8 hours of onsite training for a flat fee which includes training materials for up to 20 participants. Half-day onsite training (3 -4 hours) are available for a flat fee. Non-profit organizations receive a 15% discount. Clients can choose to combine half-day courses (e.g., Work Smarter, Not Harder modules 1-2, Meeting Management) to maximize its full-day investment. Travel costs are additional to the training fee. *(Please contact us for pricing on training sessions less than a half-day.)*

**Asynchronous Webinar Training:** Asynchronous webinars on pre-recorded training topics are generally 30 – 75 minutes in length. HPG offers e-learning options for one-time use or annual licenses for unlimited use by employees as part of their professional development options.

- **Work Smarter, Not Harder:** four 75 minute training modules.
- **Mastering 12 Areas of Time Mastery:** twelve 30 minute training modules, each covering one the time management skill areas
  - Your Attitude About Managing Time
  - The Importance of Setting Goals
  - Managing Multiple Priorities
  - Analyzing Your Time
  - Effective Planning
  - Scheduling Things to Get Done
  - Managing Interruptions
  - Making Meetings Effective
  - Dealing with Correspondence and E-Mail
  - Delegating Effectively
  - Conquering Procrastination
  - Managing Team Time
- **Introduction to Project Management:** two 60 minute training modules
- **Meetings that Produce Results:** two 45 minute training modules
- **Introduction to Kaizen** two 60 minute training modules

**Live Webinar Training:** All asynchronous webinars may be delivered as live webinars exclusively for clients on specified dates and times. Specific emphasis or examples may be used to customize the content to align with training priorities. These webinars may be recorded and available as asynchronous webinars for an annual license fee.

Please [contact us](#) for a quote that is designed to meet your training objective and budget.



## Facilitator and Coach: Cathleen Hight, Kaizen Consultant



**Cathi Hight is a Kaizen consultant and President of Hight Performance Group.** She has more than 20 years' experience in performance improvement. Using proven strategies, assessments, and intervention tools, Cathi helps clients identify their real problems and solve them. She has worked with a wide range of organizations from the association, education, finance, public, and technology sectors to navigate market changes, streamline operations, increase productivity, and develop staff and customer retention.

Cathi has a diverse career experience which includes being VP of Operations for the Chamber of Commerce of Hawaii, Regional Sales and Marketing Manager for both Dole Foods and Dean Foods, Corporate Training Coordinator for Bank of Hawaii, national program manager for the Kauffman Foundation, and a Motorola University Instructor for cycle time reduction and benchmarking. She specializes in analyzing complex problems, designing custom solutions, and helping teams use existing resources efficiently. From collecting feedback from customers and staff to

identifying root performance issues and implementing cost-effective solutions, Cathi has become well known for helping people “work smarter, not harder.”

Cathi shares her expertise as a national instructor for the U.S. Chamber of Commerce's *Institute for Organization Management*, corporate trainer and coach, keynote presenter, and author. She has a degree in Human Development from the University of Hawaii at Manoa and resides in Austin, TX.

### PARTIAL LIST OF HPG TRAINING/CONSULTING CLIENTS:

- AAA Colorado
- Adams County
- American Chamber of Commerce Executives (ACCE)
- Amgen
- ATBS Business Services
- BI, Inc.
- Boulder Area Realtor Ass.(BARA)
- Boulder Chamber of Commerce
- City of Aurora
- City of Boulder
- City of Fort Collins
- City of Greeley
- City of Lakewood
- Colorado School Nutrition Association (CSNA)
- CO Government Finance Officers Association
- First National Bank of CO
- Front Range Comm. Coll. (staff and corporate clients)
- Hunter Douglas
- Johnson & Wales University
- Larimer County
- Kaiser Permanente
- Media Breakaway
- Mountainside Medical
- Office of Performance Review (Dept. of Health and Human Services)
- Otterbox
- Pinnacol Assurance
- Pitkin County
- Poudre Valley School District
- SMA Log Sealants
- St. Vrain Valley School District
- U.S. Chamber of Commerce—*Institute for Organization Management*
- Vestas Wind Systems
- Wall Street on Demand