**High Performance Induction Programmes**

Engaging employees effectively and developing them early in their career in a new company is essential for high performance and business result. Survey results of a research on new employee induction conducted by Aberdeen Group reveals that the organisations that enjoy best-in-class performance shared several common characteristics, a key one being the quality, structure and effectiveness of their Induction Programme.

**Why You Need Our High Performance Induction Solution**

In the light of significant decline in the quality of education and the preparedness of employees entering into the workplace, organisations that have a Talent Mindset must invest in “Growing Their Own Talent”. This investment requires a partner like Workforce Institute that understands what it takes to successful induct new employees. Partnering with our firm on your induction needs will significantly increase your probability of success.

Workforce Institute’s High Performance Induction intervention is the Strategic process designed to effectively and proactively engage new employees (both experienced and fresh graduates), acclimate them into the organisation’s culture and prepare them adequately to contribute to a desired level as quickly as possible, in other words, “hit the ground running”.

With our experience and deep expertise in the area recruiting and helping to induct thousands of employees on a yearly basis over the past 10 years, we know what works and what doesn’t as far as a company’s objective for bringing a new employee on board is concerned. We can assist you in designing a best-in-class induction programme that will ensure your newly hired employees start to contribute meaningfully to your organisation as early as needful. We offer Turnkey Induction Programme Design and Implementation from quality candidate sourcing and on-boarding to enabling superior performance on the job.

**Our High Performance Induction Solution**

Based on extensive research we carried out regarding factors that predict the success of a newly hired employee, involving over 200 HR professionals and Line Managers, we discovered that certain competencies differentiates High Performing and quick-to-settle down new hires from mediocre ones. The identified competencies are delivered though some of our various induction-oriented programmes:

| S/N | HIGH PERFORMANCE INDUCTION COURSE(S) | COURSE SYNOPSIS |
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| 1 | **Mind Mapping® for Problem Solving and Creativity** | Today's work environment demands improved efficiency and a more creative approach to thinking and problem solving. High performance individuals are exemplified by their mental agility, the capacity to maintain high levels of concentration – “presence of mind” – creativity and the adeptness to communicate ideas and information with impact.  The Mind Map® is a globally recognised and the single most effective and versatile organising, thinking and creativity tool of our time. From planning tasks through to solving complex business challenges, Mind Mapping® is a core competence required to dramatically enhance effectiveness and efficiency at work.  Used as an essential business productivity tool for representing information and ideas in a non-linear manner; it brings clarity, improves recall and aids prioritisation whilst dramatically improving intelligence, creativity, communication, concentration, and memory.  This ***“Mind Mapping® for Problem Solving and Creativity”*** is a global certification course facilitated by experienced ThinkBuzan® Licensed Instructors. |
| 2 | **Developing Business Acumen & Commercial Awareness** | The brightest minds in business understand the essence of how an organisation makes money, and they use this knowledge to impact the bottom line. These individuals have been described as having “business acumen” and high performance organisations recognise that a culture of business acumen will help them accomplish their financial goals.  Business acumen means a more thoughtful analysis, clearer logic of underlying business decisions, closer attention to key dimensions of implementation and operation, and more disciplined performance management.  Preparing your new hires to understand ***“what really works”*** in your business is the missing link between having very adept professionals and business decisions that impact the organisation’s bottom-line.  This course is designed to equip new hires with keen insight into what it takes to keep your business running successfully by understanding the *“business scores”* with a resultant impact on the profitability and competitiveness of your business. |
| 3 | **Workplace Effectiveness & Productivity** | Organisations that have excelled and redefined excellence in their industries thrive on the high performance standards delivered by individual contributors. These individuals have mastered the rules of work and have perfected the habits that produce excellence at work, such as focus, prioritisation, balancing, goal setting etc. They have an insight into principles that are critical to professionalism and personal effectiveness in the workplace.  This course explores comprehensive and proven sets of professional skills that will help participants achieve focus, develop network and expertise, work effectively with colleagues, and build a reputation of peak performance. It outlines the fundamental concept of excellence at work, the rules of excellence at work, how to overcome mediocrity and manage workplace bureaucracy, cultivate the requisite professional skills to yield personal efficiency and resource maximisation.  ***WEP*** is designed to help participants develop the right blend of professional skills and habits that accelerate personal and (consequently) organisational productivity. It is aimed at providing trainees with knowledge of the fundamental expectations of the business environment, appropriately incorporating your specific requirements to guarantee brand reputation and efficient service delivery. |
| 4 | **The Internal Consultant Programme** | The consultant is a problem solver or nothing! The era of high performance organisations (HPOs) has been characterised by a crop of individuals competent at identifying, diagnosing and solving organisational problems at the point of origin – ranging from process issues in the back office role to customer challenges on the frontline.  The Internal Consultant course is designed to develop in New Hires, practical skills required in the “consulting role” by introducing them to the principles, concepts, techniques and tools which will equip them to work in collaboration with the “internal client” to develop their business, and ultimately strengthen the your organisation’s competitive edge.  While acquainting participants with their role as a ‘problem solver,’ the course breaks down the concept of consulting to a process of engagement, diagnosis, and solution design/development and success measurement. Key topics covered include: The Consulting Process, Engagement Management, Data Gathering and Investigation, Consulting Contracting, Closure and Renewal.  Guided by thorough-bred consultants, participants will simulate a consulting assignment – from initial contact with the client through to successful implementation – learning how to deal with the real-life hurdles consultants face while working to maintain their position as a "value-added" business partner. |
| 5 | **Introduction to Strategic Thinking & Execution Programme** | Every successful business must have individuals that are competent at understanding and more importantly executing strategies. It is one thing for an organisation to formulate strategies; driving execution and following through to ensure that significant results are achieved is another thing entirely.  Execution is the ability to get things done, deliver on tasks and provide quality work that aligns with the organisation’s overall objectives on-time. Good strategies fail because of failure in execution. Bridging the execution gap is critical to the competitiveness of an organisation.  This course introduces participants to the principles of executing set plans and/or initiatives in a bid to achieve an organisation's goals and objectives, by equipping participants with the requisite skills, techniques and tools to execute the phases of their individual deliverables, while at the same time maximising the resources available to their units/project teams.  It will provide an overall view of the environment in which your organisation operates and the implications of various events in the environment on your business. |
| 6 | **Working Effectively in a Team** | Self-directed work teams are the cornerstone of high performance organisations. Teams markedly outperform individuals, and self-managing (or self-regulating, self-directed, or empowered) teams do best of all.  Work teams were among the most popular workplace innovations of the last decade. A global survey of Fortune 500 companies on the most important factors that have the greatest value to their organisations indicated ***“teamwork: creating and sustaining team-based organisations”*** as critical.  To work together, team members must develop their interactive, communication, and interpersonal skills. Most “Working in Teams” courses focus on the mechanics of effective teams – problem solving, meeting skills, and decision-making. Although these skills are critical to team success, they ignore a major issue for individuals within the teams – how to interact with each other.  This workshop focuses on crucial interpersonal skills that team members must have if they are to function as a high-performance work team by helping new hires understand team dynamics through informal, participative/interactive and user-friendly methods. |
| 7 | **Developing a Customer Service Mind-set** | Service is first and foremost a mind-set. Creating a customer-focused mind-set and delivering a level of service which consistently “wows” customers will create differentiation in today’s highly competitive market. Successful, customer-focused organisations share the belief that no one is more important than the customer and that every employee has a part to play in creating value for the customer.  Designed to instil the necessary behaviours and customer service commitment in your new hires, this course will engender in participants a customer-centric attitude with a resultant delivery of customer service excellence. It will provide participants with an understanding of your customers and your customer value chain with the objective of increasing customer loyalty, retention and customer base. |
| 8 | **Strategies for Building and Managing Relationships** | When employees join a new organisation, the ease of adapting to a new environment and the resultant on the job success are largely dependent on the ability to build and manage productive relationships at work by identifying the key roles and functions within the work environment.  The individual is responsible for fostering an outstanding working relationship with superiors, peers and subordinates within their organisation. Unfortunately, many individuals become engulfed with the technical details of day-to-day tasks that they do not invest enough time to consciously and systematically carry out this responsibility.  This course will give new hires insights into developing mutually rewarding relationships, with skills for communicating and maintaining relationships, with bosses, subordinates and peers; highlighting its impact on work effectiveness, career success (in terms job satisfaction, etc.), and personal well-being.  Trends and developments in the world of work will be brought into perspective and evaluated, while trust and credibility, which can be seen as the cornerstone of any successful working relationship, will be discussed in-depth. |
| 9 | **Industry and Organisational Specific Knowledge** | Every organisation and its operations are governed by different industry regulatory bodies and as a result have to deal with numerous regulations and legislations e.g. ethics guiding business in your industry, confidentiality and duty of care as an integral part of your business operations and how it cascades into the guiding principles, the structure and functions within your business.  New hires must have a solid understanding of the regulatory environment and regime of your industry as a whole, highlighting the requirements and specific provisions of various bodies in a regulatory and/or supervisory capacity, as it affects your organisation’s local and international operations in order to reduce exposure and mitigate liabilities.  This course introduces participants to an overview of your operations, covering the business of your industry, operational processes, and the structure and functions of your operations, cascading into your organisation’s structure, the front office concept, your products and services, general principles and regulations as well as the instruments and requirements of these regulations which will then be linked to related job functions and specific job roles. |
| 10 | **Action Centred Individual - Personal Leadership & Accountability Workshop** | What drives performance and productivity? It is common knowledge that performance and productivity drives results but not so common is the fact that behaviour drives performance and productivity. If you want better performance and higher productivity from your people, then you must teach them how to alter their behaviours as well as teach them the type of behaviours that predicts success.  In today's fast paced world of business, it can be challenging to think, focus and pay attention to the important things. The high performance individual must consciously work on constantly achieving business goals by recognising and prioritising the activities necessary to deliver results. Superior performers complete tasks that are important because they focus on doing what matters. This is only made possible as a result of the ability to take action in a way that maximises efficiency and ensure that the most critical tasks are not neglected.  The course is designed to increase the performance efficiency of individual contributors in the workplace by addressing high performance imperatives in three key areas: influence through personal effectiveness, partnership with others/teamwork, result orientation. |
| 11 | **Motivating Self and Others** | The nature of organisations and the competitive environment within which they operate have made high productivity and superior performance imperative at all levels in the organisation. Winning in today’s environment requires setting lofty goals, working intensely with a focus on quality, and responding quickly to challenges that may arise. This requires each individual in the organisation to perform at the best. Individuals must be personally productive – possessing an appetite for hard work and demonstrating full exertion on the job. Individuals who are motivated, empowered, and committed are more productive and thus are essential components of winning organisations.  Successful people continually put the pressure on themselves to perform at high levels. Unsuccessful people have to be instructed and supervised and pressured by others. Within each person is the often-untapped potential for energy and enthusiasm that produces the high job performance critical to a successful project. Effective employees are able to release their own latent energy and that of others and build teams that are motivated and ready to take on the task at hand.  This module will examine the competency of motivating self and others through the lenses of three related frameworks: motivation, empowerment, and employee engagement. Together they provide a diagnostic and analytical approach that individuals can use to improve their own motivation and to motivate others in the workplace. |
| 12 | **Business Presentation Skills** | Bad presentations are costly! They can cost money, jobs and hard-earned reputations. The significance of top-notch presentation skills cannot be over emphasised. Whether you are persuading colleagues, pitching to a client, facilitating a weekly meeting, selling an idea, explaining a product’s features or energising a team; your dexterity will make a world of difference between success and failure.  Even the most experienced professionals can lack effective presentation skills; oftentimes due to a failure to prepare, stage fright, poorly organised thoughts, or a lack of confidence to engage and persuade an audience.  On this workshop, participants discover how to craft presentations around essential objectives, present key concepts and ideas with power and enthusiasm, and employ techniques for polishing and mastering presentation delivery. |
| 13 | **Business Writing and Communications Skills** | Success in the ‘world of work’ largely depends on an individual’s ability to communicate. Communication correlates with productivity, profitability, customer satisfaction and customer retention! High-quality business communication (writing, reading, listening, speaking/presentations) is the linchpin to productive work relationships in high-performing teams, organisations and businesses and is a common characteristic of successful business professionals. It is an avenue for promoting a product, service and/or organisation and relaying information.  This workshop develops an awareness of the importance of succinct writing, verbal and non-verbal expressions to modern business communication, by building on the fundamentals enabling you to hone your communication skills and thereby become a more effective contributor to the business. |
| 14 | **Etiquette Advantage in Business** | The demands placed upon todays’ professional surpass any experienced in the past. The sophisticated professional must know how to distinguish him/herself from the competition, develop and maintain business, project a positive and respectful image, project confidence and authority, and build teamwork in a multicultural environment.  Business etiquette is the fine-tuning of education. Oftentimes, it will open doors that the best education cannot. By definition, it is the conduct or procedure, required by good ‘breeding’ or prescribed by authority to be observed in social or official life. Many potentially worthwhile and profitable business opportunities have been lost because of an unintentional breach of manners.  The “Etiquette Advantage in Business” course is designed to instil in delegates the correct professional and social protocols for various business/work scenarios, with the aim of improving the employee’s personal finesse, and by extension the image (and brand) of your organisation. |
| 15 | **Personal Financial Management** | Personal Financial Managementis the application of the principles of finance to the monetary decisions of an individual. A recent research conducted by a leading investment house in Europe, Middle East and Africa showed that most employees go through their work life without any significant savings to show for the millions they have earned; with about 93% reaching the age of 65 with no significant resources to show for a life of work.  Using a unique approach, this module teaches the psychological aspects of money management in addition to the practical mechanics of day-to-day living and spending. Professionals learn how to use finance components such as savings accounts, credit cards & consumer loans, investments, [retirement plans](http://en.wikipedia.org/wiki/Retirement_plan), unexpected financial benefits, [insurance](http://en.wikipedia.org/wiki/Insurance) policies, etc. to prevent unexpected financial down times.  The program includes assessments that will help evaluate current money management processes and helps individuals determine personal financial goals, purposes in life and life's priorities vis-à-vis personal resources, risk profile and current lifestyle using individual goals as guideposts to map a course of action on “what needs to be done” to reach those preferred desires in a financial lifetime. |
| 16 | **Workplace IT Proficiency Skills (MS Word, Excel & PowerPoint)** | This course provides a comprehensive overview of the main MS Office applications; Word, Excel and PowerPoint as well as Microsoft Outlook. Its main focus being the use of the 'right tool' to facilitate efficient performance at work as each application is explored. Participants will learn, core techniques, productivity tips and keyboard shortcuts, MS office application best practices, e-Mail functionality and the importance of Information Security.  The course will include a number of projects and class activities that will be conducted as simulated business tasks leveraging the MS Office environment as part of the learning process, aimed at bringing participants up to speed with the full potential and functionality of the MS Office Suite as a work tool. |
| 17 | **Workforce Wellness Workshop** | The demand of the information age is beginning to exceed our capacity. This relentless pressure exacts an insidious toll that is only now becoming visible; employee productivity and sustainable performance are at the breaking point!  The World Health Organisation (WHO) recommends wellness education and personal counselling as part of Employee Development Programmes. Just as employees previously did not understand the risks of workplace accidents and how to prevent them, many have poor comprehension about what conscious actions and habits are required to produce wellness.  This Workforce Wellness curriculum teaches people at all levels in an organisation to efficiently manage their four energy sources: physical, emotional, mental, and spiritual. We help people recognise the cost of the behaviours that are serving to deplete their energy, diminish their emotional resilience, inhibit their focus, and weaken their motivation.  Critical wellness concepts are reinforced through repetition in the training to assure a clearer understanding of these interrelationships allowing people to accept the need for behaviour changes that will improve their quality of life. By building deeply embedded rituals – highly specific behaviours done at precise times each day – participants will become free, fuelled, and inspired to bring the best of themselves to work every day. |
| 18 | **[Organisation and Industry Specific Domain Knowledge]** | **FUNCTIONAL COMPETENCIES CURRICULUM**  The existing reality gap between the organic knowledge acquired during a “tertiary degree programme” and the precise skill-set required on-the-job is consistently widening. In simple terms, the basic competence of graduates cannot guarantee business results.  To effectively address this challenge, a shift from commonplace competence, to a position of depth and breadth in core (basic) organisation and industry specific domain knowledge is mandatory!  At Workforce, we have a depth of experience and track record in developing and designing competency-based and application focused intensive training programme that will set new hires on the path to excellence in your industry.  Our track record in this area includes:   * Design, Conceptualisation and Development of Competency-based Learning Curriculum as part of the Corporate Academy Project for the largest financial institution in sub-Saharan Africa. * Development of curriculum and course materials on product knowledge and sales for a leading retail bank. The project included the development of:  1. MS® PowerPoint Training Presentation Slides 2. Facilitator/Instructor’s Guide 3. Participant’s Manual/Workbook 4. Job Aids and Quick Reference Guides  * Curriculum and course content development of over 30 courses for a multi-national FMCG organisation. |

Our **High Performance Induction** Package offers your graduate and experienced hires a full spectrum of critical workplace competencies; through ‘hands-on-trainings’ aimed at developing high performance individuals and bridging the workplace readiness gap. Our promise is to replicate the ideal fully acculturated Superior Performer for your brand across all new recruits.

**How we have helped our clients in the areas of High Performance Induction**

* We have helped to design and develop a competency-based Induction Curriculum that addresses our clients’ needs.
* We have assisted with the set up and full implementation of a Turnkey Induction Academy from candidate identification to successful graduation (and everything in-between).
* We have delivered bespoke learning intervention designed to assist new hires understand our clients’ business, industry dynamics and critical success factors as well as help the new hires imbibe the desired culture of the clients’ organisation.
* We have co-designed and facilitated induction courses with clients’ internal trainers and other consultants.