

Highly Effective Employees Program

Tim Nolan, Ed.D. has facilitated hundreds of focus groups with managers and asked them to identify what a highly effective employee looks like. *The Highly Effective Employees Program* will show your organization how to create and maintain a high-performance workforce that is not only meeting/exceeding expectations but highly engaged as well. *The Highly Effective Employees Program* is a 5-month program that involves chapter readings from *The Essential Handbook for Highly Effective Employees*, weekly workbook activities and targeted follow-up by managers. This program can be used with employees of all experience levels across most industries.

Benefits of the Program

- ✓ Extremely cost-effective with an excellent return on investment.
- ✓ Easy to implement.
- ✓ Targets the most critical and sought-after employee approaches and behaviors.
- ✓ Will increase the frequency of high-performance employee behaviors.
- ✓ Will significantly improve client/customer care and organizational performance.
- ✓ Creates a shared language and universal best practice throughout the organization.

Program Outcomes

- ✓ Participants are expected to demonstrate consistent improvement in these key areas:
 - Take more initiative (for their development, improving the team/organization, etc.).
 - Consistently demonstrate critical thinking skills.
 - Positively contributes to colleague and team performance.
 - Proactively ask for and implement feedback.
 - Collaborate with others.
 - Make suggestions to improve team and organizational performance.

Overview of Program

- Participants are provided with *The Essential Handbook for Highly Effective Employees*, a workbook, and a notebook to document their growth and development.
- Participants will complete a self-assessment before starting the program which is then reviewed by their manager.
 - This helps to establish a baseline while also demonstrating how the manager will be involved throughout the process.
- Monthly meetings are held which revolve around specific chapters of the book (meetings are 1.5 hours long). Participants read specific chapters before the meeting and come prepared to engage in the discussions, group activities and presentation. 2-hour total monthly time commitment.
- Participants complete follow up workbook activities between each module.
 - Their manager will review the activities with them and discuss areas for improvement monthly.
- 5-months in length with prework followed by 4 monthly modules with post work to reinforce learning.
- Program can be self-facilitated or Tim can facilitate for you, for a separate cost.



Highly Effective Employees Program Module Descriptions

Pre-Program Work

Participants will be informed about the program, the expectations and then complete a self-assessment that will be reviewed and discussed with their manager.

1. Taking Initiative with Positive Energy

Participants will explore opportunities to achieve peak performance levels by taking a positive approach and taking initiative/being proactive. When employees choose to bring a positive and optimistic approach to work it positively influences colleagues while helping to drive high levels of team performance. Advanced opportunities to take initiative will also be explored.

2. Using a Self-Reflective Approach to Drive High Performance

Participants will review vital areas of professionalism, providing exceptional customer service and how using a self-reflective approach consistently drives high levels of accountability, ownership and performance. Enhanced levels of customer service (both internally with colleagues and externally with customers) and professionalism will be covered to provide a clear roadmap for high-performance approaches.

3. Utilizing Advanced Critical Thinking to Embrace Change

This dynamic module will review how highly effective employees use advanced critical thinking approaches to positively contribute to team and organizational goals while also navigating common challenges associated with change. Identifying and embracing self-care strategies will also be reviewed.

4. Maximize Your Professional Growth and Passion to Excel

This final module focuses on challenging employees to take ownership for their professional development while also utilizing high-performance approaches they can build into their routines. The module will also review numerous opportunities for employees to proactively engage in to have a good working relationship with their manager.

Post-Program Work

Participants will complete a post-program assessment to evaluate their progress in key areas along with reviewing the assessment with their manager. Participants, in consultation with their manager, will create professional development plan to map out opportunities for the next 6-12 months.