

Session 6: Unifying Team Performance

Day 1 Productivity and Performance Improvement

Work management in America has changed. How to put all the pieces together that determines the output of work is the focus of this seminar. We are transitioning to new tools, new procedures, and new measurements of output. Getting the work out, and getting it done in a way that satisfies those who have to produce is our focus.

Pre-session Readings/Assignments:

- Managerial Performance & Promotability, Ch 12, 13
- Creating The New American Hospital, Ch 5
- Raising Standards in American Health Care, Read the short Prologue and Epilogue pieces
- Complete: Inventory on Productivity & Performance Improvement
- Case Study: Lincoln Electric
- Articles:
 - Award-Winning Initiatives
 - Wired Hospitals
 - The Digital Hospital
 - Analyzing Hospital Productivity
 - Standards for Measuring Nursing Staffing
 - Learning to Lead at Toyota

Day 2 Building a Winning Team

Not all organizations are winners. Not every department is successful. Not every manager succeeds. What are the characteristics that delineate achievement and results attainment among winning work teams? This program identifies the characteristics of organization effectiveness by examining the behaviors that meet the demands of the marketplace and score results points.

Pre-session Readings/Assignments:

- Articles:
 - 125 Wins
 - Lombardi Speaks
 - To Build a Winning Team: Interview with Head Coach Bill Walsh
 - Sports Teams as Model for Workplace Teams
 - Red Auerbach on Management
 - The Science of Winning, Coach Bear Bryant
 - Business Secrets of Tommy Lasorda

