



The Chain Gang

The Importance of Goals, Resources, and Feedback (7-9 hours, instructor led)

Overview

There's only one way to achieve high productivity over the long term: make it about results! At the individual level, this means that every worker must always have clear expectations, control of necessary resources, and immediate, reliable feedback on his or her progress.

This sounds simple and intuitive to many, yet the implementation is a constant struggle. What are the expectations on a project manager? Where is the feedback for a software developer? Nearly every specific implementation presents its own set of challenges regarding the installation of these three components.



The Chain Gang is centered on an exciting, challenging and deeply educational simulation of a workplace environment. Participants first learn to apply the three key factors in this simple world, and then they generalize them to their own environment. The word of the day is experience; once a participant experiences the reality of having the key factors in place, he or she will rush to find and create applications back at the workplace.

This course works well taken with a whole team, but it can also be taken with strangers as a personal development experience. Participants never forget the experience and what they learn.

Graduates of this seminar will...

- Experience a Representative (simulated) work environment that contains role ambiguity, time pressure, and market uncertainty
- Install the elements of expectations, resource control, and feedback in the representative environment and reap the rewards of tangible, measurable productivity
- Experience the conflict and communication difficulties inherent in any time-sensitive business operation, and analyze and discuss their impact
- Generalize from the simulated situation to their own situation, and identify opportunities and roadblocks to implementation of the key factors on the job
- Create an action plan for installation of the key factors upon their return to work

Audience and Prerequisites

This training is appropriate for managers at all levels, project managers, content experts, project leads, and anyone else whose job requires the achievement of results amid complexity and time pressure. It is particularly powerful for those who can conceptualize their own workplace output as a "product," although it need not be a branded product that is sold to customers. No pre-work or prior training or experience is required. Minimum enrollment restrictions apply.

This training is an excellent "capstone event" at the end of a sequence of other Group Harmonics training courses. It naturally provides an ideal environment for practicing with all of the tools and models taught by Group Harmonics. It can also be used in conjunction with *The Dress Rehearsal™* to reinforce the need for simplicity amidst complexity.