

COURSE OUTLINE

PROGRAMME TITLE	Building a High-Performance & Positive Workplace: Creating Trust, Accountability, Teamwork & Continuous Improvement
OVERVIEW (Brief introduction Of the topic)	Building a High-Performance & Positive Workplace is a practical management programme designed to help organisations strengthen workplace performance by improving trust, accountability, teamwork, communication and continuous improvement. The programme helps participants understand that recurring workplace problems are often caused not only by individual behaviour, but also by unclear responsibilities, weak processes, communication gaps, limited empowerment and ineffective workplace systems. Participants will learn how to distinguish symptoms from root causes, examine workplace issues through People, Process and System factors, and use practical problem-solving techniques such as the 5-Why method. The course also explores how trust, empowerment, authority and accountability influence employee motivation and the willingness to contribute ideas for improvement. Through workplace discovery activities, case discussions and group problem-solving exercises, participants will identify practical opportunities to improve their own workplace. The programme concludes with the development of a 90-Day Workplace Improvement Plan to translate learning into measurable workplace actions.
LEARNING OUTCOME	Upon completion of this course, participants will be able to: 1. Identify key characteristics and barriers affecting workplace performance, teamwork and employee experience. 2. Analyse workplace problems by distinguishing symptoms from underlying People, Process and System causes. 3. Explain how trust, empowerment, authority and accountability influence employee performance and workplace improvement. 4. Apply practical root-cause analysis and problem-solving techniques to recurring workplace issues. 5. Develop a practical 90-Day Workplace Improvement Plan with clear actions, responsibilities and measurable outcomes.
DURATION (days)	1 day (7 hours)

TARGET PARTICIPANTS (position/level)	· Business Owners / Management Representatives · Managers / Department Heads · Supervisors / Team Leaders · Human Resources / Administration Personnel · Executives / Operational Personnel · Employees involved in workplace improvement initiatives
COURSE CONTENT (with submodules)	MODULE 1: Understanding the High-Performance Workplace Sub-Module 1.1 – What Does a High-Performance Workplace Look Like? Sub-Module 1.2 – Productivity and Employee Experience Sub-Module 1.3 – Trust, Communication, Teamwork and Accountability Sub-Module 1.4 – Identifying Workplace Performance Barriers MODULE 2: Trust, Empowerment & Accountability Sub-Module 2.1 – Why Trust Matters in Workplace Performance Sub-Module 2.2 – Control versus Empowerment Sub-Module 2.3 – Responsibility, Authority and Accountability Sub-Module 2.4 – Creating Ownership of Workplace Problems MODULE 3: Finding the Root Cause Sub-Module 3.1 – Symptoms versus Root Causes Sub-Module 3.2 – Understanding People, Process and System Factors Sub-Module 3.3 – Why Workplace Problems Keep Recurring Sub-Module 3.4 – Applying the 5-Why Method MODULE 4: Workplace Problem-Solving Lab Sub-Module 4.1 – Defining the Actual Problem Sub-Module 4.2 – Identifying Contributing Factors Sub-Module 4.3 – Generating and Evaluating Practical Solutions Sub-Module 4.4 – Quick Wins and Longer-Term Improvements MODULE 5: Creating a Positive Workplace Together Sub-Module 5.1 – Moving from Complaints to Constructive Improvement Sub-Module 5.2 – Encouraging Employees to Contribute Ideas Sub-Module 5.3 – Strengthening Communication and Teamwork Sub-Module 5.4 – Recognising Competencies and Capability Gaps MODULE 6: 90-Day Workplace Improvement Plan Sub-Module 6.1 – Selecting Priority Improvement Areas Sub-Module 6.2 – Defining Actions, Ownership and

	Responsibilities Sub-Module 6.3 – Establishing Measurable Indicators Sub-Module 6.4 – Setting 30-, 60- and 90-Day Milestones
LEARNING METHODOLOGIES	Learning Methodologies 1. Interactive Lecture & Facilitated Discussion 2. Workplace Self-Assessment / Discovery Activity 3. Case Study & Scenario Analysis 4. Group Discussion & Experience Sharing 5. Root-Cause Analysis / 5-Why Exercise 6. Group Problem-Solving Workshop 7. Reflection & 90-Day Action Planning