

# **HIGH PERFORMANCE CULTURE – ENHANCING PRODUCTIVITY**

## **Introduction**

Simply put, **Company Culture** is a set of behaviors that determine how things get done in an organization. It is all about *how* and *why* things get done. Whereas on the other hand, a **High Performance Culture** is a set of behaviors and norms that leads an organization to achieve superior results by setting clear business goals, defining employees' responsibilities, creating a trusting environment, and encouraging employees to continuously grow and reinvent themselves. As mentioned, company culture is *how* and *why* things get done in an organization and consequently, when these behaviors and norms are aligned with organizational goals, customer needs, and employee priorities, the organization is poised to achieve continuous positive financial results and other desired outcomes such as increased in productivity as well as employee engagement and retention. Undoubtedly, having a High Performance Culture in the workplace is always a cutting-edge advantage for any organizations that strive to stay competitive and successful in the long run.

As easy as it may sound, High Performance Culture is always a work in progress because there is no specific formula that can define High Performance Culture since every organization has its own unique way and dogmas of doing things. What fits best for company A may not fit well for company B. What works best for one company may not work well for the other. In brief, it is all about trial and error and how everyone in the organization embrace changes, learn from past experiences, and motivate themselves to do even better things together as a team for the benefit of the organization and its employees in general.

Some of the most important questions one could ask would be, *why* a High Performance Culture is important for the organization and its people, *what* are the key elements needed to create and achieve a High Performance Culture, and most significantly, *how* can a High Performance Culture be sustained?

## **Who Should Attend?**

Executives, Sr. Executives, Team Leads, Engineers, Sr. Engineers

## Learning Outcomes

Upon the completion of the *High Performance Culture – Enhancing Productivity* program, participants would be able to benefit from these desirable outcomes:

- Opportunity to gain better and deeper understanding on what does a High Performance Culture really mean and why having such culture is crucial for the success and sustainability of an organization
- Opportunity to gain better and deeper understanding on their roles and responsibilities as a Team Leader to create a High Performance Team
- Opportunity to enhance the process of giving and receiving feedback in the workplace to be more effective through structured, appropriate and constructive manner
- Opportunity to learn how to identify underlying emotions as well as positive or negative behaviors among team members and learn how to appropriately show appreciation or give constructive feedback regarding rooms for improvements in the best possible way
- Ability to inspire and motivate team members better by understanding the importance of building trust
- Opportunity to learn how to be a good role model as a Team Leader by exploring the critical success factors for effective leadership and how Team Leaders can best leverage their strengths towards creating a High Performance Team
- Ability to understand that each team member is unique and has different motivating factors, hence by knowing what exactly motivates them will help Team Leaders to acknowledge and leverage individual potentials in a collaborative manner towards realizing a High Performance Team

## **Instructor Lead Virtual Training (Zoom)**

- 4 sessions of 1.5 hrs each
- The sessions will be interactive using the Chat box, polling and quiz
- Group discussions in the break out virtual rooms

### **Course Outline**

High Performance Culture Programme consists of 4 virtual sessions

#### **Session 1:**

- Introduction & Welcome
- What defines a High Performance Culture?
- Characteristic of High Performance Culture, Importance of having a HPC, Key Elements of HPC
- High Performing Team & Defining a Team
- Team Goals

#### **Session 2:**

- 10 Characteristics of HPT
- Building Trust – why building trust is important
- Components of Building Trust
- Continue 10 Characteristics of HPT
- The Iceberg Principles - Understanding the conscious mind and the unconscious mind
- The relationship between emotions & behaviour

#### **Session 3:**

- 10 Characteristics of HPT Members
- Defining a Perfect Team Member
- Feedback Essentials – How Feedback can help in personal development?
- Seven keys to effective feedback
- Feedback is a “Gift”



#### **Session 4:**

- Critical Success Factors
- Appreciation, Recognition and Reward
- Shared Values & Guiding Principles
- Intrinsic and Extrinsic Motivation
- Positive Relationship
- Action Plan
- Closing

## **Trainer Profile**



Rahima Ibrahim began her early career in the Accounting & Finance field before she realized that her true passion actually lies in the areas related to Human Resources and People Development. From that moment on, she steadily climbed-up the corporate ladder on a fast track and soon became an expert in the Human Resources discipline.

Holding a Master of Science Degree in Human Resources from the University of Portsmouth, United Kingdom, Rahima Ibrahim has been in the leadership role for more than 25 years working in various multinational companies with diverse culture environments such as British, Japanese, American and German companies. She has retired from Siemens Malaysia in September 2016 after 17 years of service with them, with her last role being the Head of Human Resources Department as well as the Senior Vice President for Siemens Malaysia. She was also the Human Resource Business Partner (HRBP) for Siemens Energy Management in the ASEAN Region. When Siemens introduced the worldwide Compliance program, Rahima was also appointed as the Regional Compliance Officer for 3 years from 2005 to 2007, in addition to her existing Human Resources role. Her vast experience in Finance, Human Resources and Compliance has broadened her perspective in Corporate Governance.

Throughout her tenure in Siemens Malaysia, Rahima Ibrahim along with the support of her dynamic team, have initiated many remarkable programs and one of the significant projects was to focus on employee engagement and retention. The effort has enabled Siemens Malaysia to tremendously reduce its staff attrition rate for 5 consecutive years to a rate that is far below the market benchmark. Rahima and her team have worked exceptionally well on numerous projects that consequently, Siemens Malaysia has been awarded with several prestigious national awards in recognition of its HR contributions:-



- Championing in the Prime Minister Quality Award and achieved Industry Excellent Award 2006 from the Ministry of International Trade and Industry
- Life at Work Award 2014– in the category of ‘Making a Difference’
- Excellence in Employee Engagement 2014
- Excellence in Talent Management 2014
- HR Professional Award 2014
- HR Team Award 2014
- HR Grand Award of the year 2014
- HR Leader Award 2015
- Employer of Choice Award 2015

Rahima Ibrahim is currently the Chief Executive Officer at Resolute Ingress Learning Consultancy Sdn Bhd, a company that is dedicated to provide corporate trainings and professional consultancy services related to Management, Leadership, Human Resources and People Development. RILC has also been instrumental in helping several organizations in Malaysia, Singapore, Thailand and Indonesia to transform their work culture in effort to encourage high performing teams hence developing high performance culture throughout the organization. As a trainer and a coach whose major focus is on emotional intelligence, growth mindset and peak performance, Rahima Ibrahim has been actively conducting highly effective transformation programs for domestic and international organizations on Cultural Transformation and Employee Engagement, High Performance Culture, Leadership with Emotional Intelligence as well as several programs dedicated for young professionals such as Millennials At Work.

As a person who believes in the importance of lifelong learning and continuous skill development, Rahima Ibrahim herself is proof that passion for success and the desire to achieve a fulfilled life - both professionally and personally, all lies in developing one’s mental capacity to take on bigger risks and challenges. Her credentials and achievements below are testimony to compliment her ongoing journey in learning and development.

#### **CERTIFICATIONS & CREDENTIALS**

- Certification in Emotional Intelligence (by Genos International)



- Certified DiSC Trainer by the John Maxwell Foundation (US)
- Certified NLP Practitioner
- Certified Speaker, Trainer and Coach by the John Maxwell Team (US)
- Certified MBTI (Myers-Briggs Type Indicator) Trainer
- Certified Trainer in Brain-Based Coaching (NeuroLeadership Inst.)
- Certified HRDF Trainer (MY)
- Certified Coach and Facilitator for Siemens Leadership Programme
- Certified Professional Trainer by IPMA (UK)
- Certification in Women Directors Program held by KPWKM (MY)
- Committee Member of MIHRM (MY)
- Vice Chairman & Board Member of M'sian Institute of Management (MIM)