

## #1 Communication and Daily Work

Course #	ODM Core 1.0	Instructor Name: Jim Beswick
Classroom hours	12 (4 sessions)	Instructor Email: jim@appliedperformance.ca
Independent working hours	8-24	Delivery Classroom/Boardroom & onsite
Grading	Letter Grade Standard	Dates Weeks 4-10
		Course capacity 8 max

Learning styles, SCARF & Deep stress curve, Communication needs, Leader standard work, Performance Metrics, Implementing change

### [Why we need it](#)

Right ways to communicate so people know what to do and feedback happens to enable change to stick

### [Course Description](#)

As an introduction the course will start with the trainees completing a learning style assessment, this is used to tailor the course delivery to trainees. The SCARF and Deep Stress models are introduced to give a structure to discuss our own and team's reaction to change. The operations course will work through the practices of standard daily work for operations staff through to leadership. The different types of communications needed in operations to make sure all levels of the organization have the right information. And the use of structured communications to introduce new working practices to an organization and how communication practices can be used to reinforce the continued use productivity tools. The course will also cover how metrics are an essential part of communications to enable teams to know how they are performing.

### [Course Outcomes](#)

Upon completion of this course, the participant will be able to:

- Express their own learning style (Honey Mumford A/R/P/T)
- Discuss their own SCARF profile and identify how SCARF can be used to help implement change
- Interpret how they and their team react to change using the Deep stress curve model.
- Identify information requirements needed to design a communication model
- Design and implement a daily, weekly and monthly leader standard work practices
- Demonstrate how communication tools can be used to implement and maintain operational changes
- Identify the key metrics each area should be using and how to implement.
- Design and implement a team/project communication board
- Formulate a project implementation plan

### [Course Delivery](#)

## Applied Performance – Operations Delivery Model Training Program

Course delivery will be combination of classroom teaching and simulations, workplace visits and exercises. The course will conclude with a group project, where the trainees will design and implement standard work and communications practices for their employer.

The trainee will be graded on their participation in the classroom activities and the group project

### Course Modules

This course is organized into following modules

1. Learning styles
2. Using SCARF and Deep stress curve as a change management tool
3. Information requirements
4. Identifying information requirements
5. Communications methods
6. Performance Metrics
7. Implementing a Operations Delivery Model

### Pre-requisite

There is no prerequisite for this course. This course is however recommended as a prerequisite for all other core operations courses.

### Additional recommended materials:

- <https://neuroleadership.com/research/tools/nli-scarf-assessment/>
- [https://www.salford.ac.uk/\\_data/assets/word\\_doc/0010/1682551/Learning-styles-questionnaire.doc](https://www.salford.ac.uk/_data/assets/word_doc/0010/1682551/Learning-styles-questionnaire.doc)

### Grading Scheme

A – Excellent. Showing comprehensive understanding of the subject matter and its implementation to workplace

B – Good. Clearly shows comprehension of subject matter and its implementation to workplace

C - Satisfactory. Basic understanding of subject matter and its implementation to workplace

D – Marginal. Poor comprehension of subject matter and its implementation

F – Fail. Did not satisfactorily attend or participate in training