



MANAGING PEOPLE FOR MAXIMUM PERFORMANCE

Bringing Out the Best in Individuals & Organizations

The Charles Hotel, Harvard Square, Cambridge, Massachusetts

SAMPLE PROGRAM AGENDA

Day 1

7:30 a.m. – 8:30 a.m.

Registration and Continental Breakfast

8:30 a.m. – 12:30 p.m.

Managing People for Maximum Performance

The ABC Model

PIC/NIC Analysis: Finding Out Why and How People Work

Behavioral Consequences and Their Effect

12:30 p.m. – 1:30 p.m.

Luncheon

1:30 p.m. – 5:30 p.m.

Pinpointing: Behavior, Results or Both?

Performance Measurement

Feedback

Positive Reinforcement: Harnessing the Forces that Drive and Guide Performance

5:30 p.m. – 6:30 p.m.

Reception

Day 2

7:30 a.m. – 8:00 a.m.

Continental Breakfast

8:00 a.m. – 12:00 p.m.

Review of Day I

Guest Speaker

Reinforcement: Beyond the Basics

12:00 p.m. – 1:00 p.m.

Luncheon

1:00 p.m. – 3:30 p.m.

Reinforcement: Beyond the Basics, continued

Goal Setting as Shaping

Developing an Action Plan: How Will You Use What You Learned Next Week

3:30 p.m.

Adjournment