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Promoting excellence in operations

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# The STAR Performance Programme

Get the most from your  
management team



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# The STAR Performance Programme

Get the most from your management team

The **STAR Performance Programme** harnesses the potential of your first-line managers to enhance the performance of the business. It will develop their personal abilities, rebuild them as a highly effective team and equip them with the knowledge and skills to *lead* organisational change.

## The Unstoppable Force

Imagine if your management team *really* was a **team**. What could your organisation achieve? What could *you* turn your mind to - strategy formulation, winning markets, leading not fire fighting!?

The **STAR Performance Programme** gives you the **I<sup>3</sup> of Change** - improving your managers' ability to manage will improve their departments; improving them as a management team will enhance business performance; involving them as leaders of change *will* change the business.

### The **I<sup>3</sup>** of Change: Benefits to YOUR business!

- **Improve** individual managers → **improve the function**
- **Immerse** them in a cross-functional team → **enhance the business**
- **Involve** everyone in change → **change the business**



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The STAR  
Performance  
Programme

Get the most from your  
management team

The **STAR Performance Programme** is designed to develop your management team in both hard and soft skills needed for process improvement and change management. It does this through:

- **Five residential modules**, in which the team will acquire and develop the tools for creating change in their organisation whilst at the same time building the behaviours of a highly effective team.
- **STAR Tasks**, through which the team will also explore the latest ideas of Business Excellence, encouraging them to apply best practices to their organisation.
- The **business improvement project** that provides the vehicle for applying the theory and learning to the reality of the business environment.

## Elements of the Programme

### Training Needs Analysis (TNA)

Two days onsite interviews with the management team to tailor the interpersonal skills development requirements.

### Personal Development Contract (PDC)

Following the TNA, each manager will prepare a PDC based on PRISM - a competence based psychometric, plus a 360<sup>0</sup> feedback tool and the instigation of a learning log.

### Residential Modules

Five 3-day modules of bespoke content, each six weeks apart, designed to develop, the interpersonal skills of the individuals, the effectiveness of the team and their ability to drive and manage organisational change.

### STAR Tasks

Group assignments that expose the management team to ideas congruent with best practices in organisations.

### Business Improvement Project

A real change project, identified by the business, that will act as a vehicle to meld the managers as a team and deliver measurable benefit to the organisation.

### Support

All elements are supported by the programme staff and by identified company director-level mentors. Training is given to the mentors as part of the programme. A key feature is peer-group support within the participant group - this is the critical ingredient for team development and the programme fosters this aspect.