

# Improving Productivity

*Improving Productivity* teaches students how to evaluate and improve productivity in the workplace. Students will learn how to consistently and systematically apply a six-step process to resolving productivity problems in the work environment. These steps will keep students focused on what needs to be done to resolve the problem and enhance current productivity levels.

<b>Price</b>	\$130 Nonmembers / \$95 Members
<b>Course Credits</b>	AIB: 0.5 ; ICB: 0
<b>Prerequisites</b>	None
<b>Required Software</b>	None
<b>Optional Software</b>	Adobe Acrobat Reader and RealPlayer

## Audience

Any employee that leads a work team on a full or part-time basis.

## Learning Objectives

After completing this course, students will be able to:

- Describe the manager's role in productivity challenges for banks
- Identify the three elements of productivity
- Pinpoint the production problems in problem in everyday scenarios
- Identify obstacles that are keeping your their work group from reaching optimal performance levels
- Determine the best method to identify potential productivity obstacles through the use of interviewing, fishbone diagrams and flow charts
- Use rating, ranking and matrix screening methods for evaluating productivity solutions
- Describe the steps for implementing productivity solutions