Haward Technology Middle East

COURSE OVERVIEW TM1122
Productivity & Efficiency

Course Title
Productivity & Efficiency

Course Date/Venue
Please see page 3

Course Reference
TM1122

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Productivity & Efficiency. It covers the definitions and key concepts of productivity and efficiency; the historical evolution of productivity thinking; linking between productivity and organizational success and the global trends impacting productivity; the personal output from team efficiency and individual habits affect team performance; the role of culture in driving efficiency and aligning personal goals with business goals; the time management essentials; and the science of focus and concentration.

Further, the course will also discuss how to overcome productivity barriers and the digital tools for productivity; the process mapping for efficiency, lean thinking, automation and productivity; the communication and productivity and the role of technology in workplace efficiency; the energy-productivity connection, stress management and its impact on productivity; the delegation and resource management and competing priorities; and the multitasking versus single-tasking and workload balancing strategies.

During this interactive course, participants will learn the culture of efficiency, agile practices for teams, continuous improvement frameworks and cross-functional collaboration for efficiency; the change management for productivity initiatives, metrics and dashboards for team efficiency and innovation and efficiency; the future of work and productivity trends, self-reflection and productivity reviews; building personal productivity systems and the ethics of efficiency and productivity; and the action planning and commitment to productivity goals.

Course Objectives

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

- Apply and gain an in-depth knowledge on productivity and efficiency

- Discuss productivity and efficiency covering definitions and key concepts, historical evolution of productivity thinking, the link between productivity and organizational success and global trends impacting productivity

- Distinguish personal output from team efficiency and identify individual habits affect team performance, the role of culture in driving efficiency and aligning personal goals with business goals

- Explain time management essentials and the science of focus and concentration

- Measure productivity and efficiency, overcome productivity barriers and identify digital tools for productivity

- Illustrate process mapping for efficiency, lean thinking, automation and productivity

- Carryout communication and productivity and discuss the role of technology in workplace efficiency

- Determine the energy-productivity connection, stress management and its impact on productivity and delegation and resource management

- Manage competing priorities and apply multitasking versus single-tasking and workload balancing strategies

- Build a culture of efficiency and carryout agile practices for teams, continuous improvement frameworks and cross-functional collaboration for efficiency

- Apply change management for productivity initiatives, metrics and dashboards for team efficiency and innovation and efficiency

- Discuss the future of work and productivity trends, apply self-reflection and productivity reviews and build personal productivity systems

- Carryout ethics of efficiency and productivity including action planning and commitment to productivity goals

Exclusive Smart Training Kit - H-STK®

Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials conveniently saved in a Tablet PC.

![Haward Technology Middle East logo]

Who Should Attend

This course provides an overview of all significant aspects and considerations of productivity and efficiency for managers and supervisors (all levels), team leaders and department heads, business analysts and process improvement specialists, project managers and coordinators, operations and production staff, HR and training professionals, administrative and support staff, quality assurance and quality control personnel, anyone responsible for improving workplace processes, performance, or resource utilization, professionals seeking to enhance their personal and team productivity and other technical staff.

Course Date/Venue

Session(s)	Date	Venue
1	June 16-20, 2025	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece
2	August 11-15, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
3	November 03-07, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
4	January 11-15, 2026	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Athens/ Madrid/ London	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. **Jerome Topley**, PgDip (on going), BSc, is a **Senior Management Consultant** with over **20 years** of extensive experience. His expertise lies extensively in the areas of **Leadership Skills**, **Communication & Interpersonal Skills**, **Performance** & **Creativity Skills**, **Listening Skills**, **Negotiation Skills**, **Persuasion** & **Assertiveness Skills**, **Time** & **Stress Management**, **Influencing Techniques**, **Conflict Management**, **Business Writing Skills**, **Writing Business Correspondence & Document Control**, **Writing Memos & Business Letters**, **Business & Technical Report Writing**, **Communication** Skills, **Business Communication Etiquette**, **Interpersonal** Skills, **Presentation** Skills, **Organizational & Leadership** Skills, **Coaching & Mentoring**, Self & Personal Development, **Creative Problem Solving**, **Performance** Management, **Conflict** Management, **Talent** Management, **Risk** Management, **Resource** Management, **Emotional Intelligence**, **Customer** Service, Persuasion Techniques, **Supervisory** Skills, Public Relations & Corporate Communication, **Strategic Planning & Creative Thinking**, **Human Resource** Management and **Performance** Assessment & Appraisal. Further, he is also well-versed in **Broadcasting, News & Sport Reporting**, **Presentation Skills**, **Communication Skills**, **Problem Solving & Decision Making**, **Pharmaceutical Environment**, **Ophthalmology**, **Surgical Instruments** & **Endocrinology**, **Agricultural Productivity**, **Plants Farming**, **Cultivation** & **Harvesting** and **Agricultural Mechanics**.

During Mr. Topley's career life, he had occupied several significant positions and dedication as the **Executive Director**, **Chief of Staff**, **General Manager**, **Producer/Presenter**, **Public Broadcaster Talk Show Host**, **Stand-in Presenter**, **Radio Presenter**, **News Reader**, **Medical Technician** and **Detailing Medical Representative** in **Ophthalmology**, **Surgical Instrument** and **Endocrinology** from various companies and institution such as Wyeth, Topley Consulting, SABC Afrikaans Radio, Ministry of Agriculture, Agri Mega Group and Western Cape Education Department.

Mr. Topley has a **Bachelor** degree with Honours in **Business Management**, a **National Diploma** in **Education** and currently enrolled in **Post-Graduate Diploma** in **Business Management**. Further, he is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**), a **Qualified Medical Technician** in **Chemical Pathology**, a **Registered Medical Technology Student** and holds a **Professional Development Certificate** in **Outcomes-Based Assessment Techniques**. He has further delivered innumerable trainings, courses, workshops and seminars globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

Time	Topic
0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Introduction to Productivity & Efficiency** *Definitions & Key Concepts • Historical Evolution of Productivity Thinking • The Link Between Productivity & Organizational Success • Global Trends Impacting Productivity*
0930 – 0945	*Break*
0945 – 1030	**Personal Productivity versus Organizational Efficiency** *Distinguishing Personal Output from Team Efficiency • How Individual Habits Affect Team Performance • Role of Culture in Driving Efficiency • Aligning Personal Goals with Business Goals*
1030 – 1130	**Time Management Essentials** *Prioritization Methods (e.g. Eisenhower Matrix) • Identifying & Managing Time-Wasters • Setting SMART Goals for Productivity • Daily Planning Techniques*
1130 – 1215	**The Science of Focus & Concentration** *Cognitive Load Theory Basics • Techniques to Minimize Distractions • Pomodoro & Other Focus Strategies • Building Sustainable Focus Habits*
1215 – 1230	*Break*
1230 – 1330	**Measuring Productivity & Efficiency** *Key Metrics & Indicators • Quantitative versus Qualitative Measures • Tools for Monitoring Productivity • Benchmarking Performance*
1330 – 1420	**Overcoming Productivity Barriers** *Common Productivity Pitfalls • Identifying Root Causes of Inefficiency • The Role of Mindset & Motivation • Practical Approaches to Eliminating Waste*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

Time	Topic
0730 – 0830	**Digital Tools for Productivity** *Task Management Software (e.g. Trello Asana) • Calendar & Scheduling Tools • Note-Taking & Knowledge Management Apps • Cloud Collaboration Platforms*
0830 – 0930	**Process Mapping for Efficiency** *Introduction to Workflow Analysis • Visualizing Processes (Flowcharts SIPOC) • Identifying Bottlenecks • Redesigning Processes for Simplicity*
0930 – 0945	*Break*
0945 – 1100	**Lean Thinking Fundamentals** *Principles of Lean • The Concept of Value versus Waste • Applying Lean to Office & Production Environments • Kaizen: Continuous Improvement*

1100 – 1215	**Automation & Productivity** *Types of Tasks Suitable for Automation • Introduction to Robotic Process Automation (RPA) • Email & Report Automation Tools • Risks & Pitfalls of Automation*
1215 – 1230	*Break*
1230 – 1330	**Communication & Productivity** *Impact of Communication on Efficiency • Streamlining Meetings & Reporting • Email Best Practices • Collaborative Work in Hybrid Environments*
1330 – 1420	**The Role of Technology in Workplace Efficiency** *Integrating Digital Ecosystems • IoT & Workplace Sensors • Mobile Productivity • Emerging Trends (AI Assistants VR Collaboration)*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	**The Energy-Productivity Connection** *Physical & Mental Energy Cycles • Importance of Rest & Breaks • Nutrition & Exercise for Better Work Output • Managing Fatigue*
0830 – 0930	**Stress Management & Its Impact on Productivity** *Stress versus Productivity Curve • Identifying Personal Stress Triggers • Quick Stress-Relief Techniques • Building Resilience*
0930 – 0945	*Break*
0945 – 1100	**Delegation & Resource Management** *When & What to Delegate • Delegation Frameworks • Matching Tasks to Team Strengths • Monitoring Delegated Work*
1100 – 1215	**Managing Competing Priorities** *Techniques for Priority-Setting • Handling Urgent versus Important Tasks • Negotiating Deadlines • Avoiding Overcommitment*
1215 – 1230	*Break*
1230 – 1330	**Multitasking versus Single-Tasking** *Cognitive Effects of Multitasking • When Multitasking Is Useful • Benefits of Deep Work • Building Single-Tasking Habits*
1330 – 1420	**Workload Balancing Strategies** *Identifying Workload Imbalances • Techniques for Load Leveling • Using Data to Forecast Workload • Tools to Support Workload Management*
1420 – 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	**Building a Culture of Efficiency** *Leadership Role in Driving Efficiency • Reward Systems That Promote Productivity • Embedding Efficiency into Processes • Case Studies of Efficient Cultures*
0830 – 0930	**Agile Practices for Teams** *Overview of Agile Methodologies • Scrum Kanban & Hybrid Models • Daily Stand-Ups & Retrospectives • Agile Mindset for Non-Tech Teams*

0930 – 0945	*Break*
0945 – 1100	***Continuous Improvement Frameworks*** *PDCA (Plan-Do-Check-Act) • Six Sigma Basics • Root Cause Analysis (RCA) Tools • Implementing Improvement Ideas*
1100 – 1215	***Cross-Functional Collaboration for Efficiency*** *Breaking Down Silos • Designing Workflows Across Departments • Shared Accountability Models • Tools to Enable Cross-Functional Work*
1215 – 1230	*Break*
1230 – 1330	***Change Management for Productivity Initiatives*** *Overcoming Resistance to New Methods • Communicating the Case for Change • Building Buy-In Across Levels • Sustaining Productivity Improvements*
1330 – 1420	***Metrics & Dashboards for Team Efficiency*** *Selecting Key Performance Indicators (KPIs) • Visual Management Techniques • Setting Targets & Thresholds • Real-Time Tracking Tools*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***Innovation & Efficiency*** *The Link Between Innovation & Productivity • Encouraging Creative Problem Solving • Managing Experimentation • Scaling Innovative Practices*
0830 – 0930	***The Future of Work & Productivity Trends*** *Hybrid & Remote Work Models • Productivity in Digital-First Workplaces • The Role of AI & Machine Learning • Preparing for Future Disruptions*
0930 – 0945	*Break*
0945 – 1030	***Self-Reflection & Productivity Reviews*** *Techniques for Personal Retrospectives • Weekly/Monthly Review Practices • Identifying & Celebrating Wins • Adjusting Strategies for Continuous Growth*
1030 -1130	***Building Personal Productivity Systems*** *Designing a Custom Productivity Workflow • Integrating Tools & Methods • Managing Personal Data & Insights • Reviewing & Refining the System*
1130 - 1230	***Ethics of Efficiency & Productivity*** *When Efficiency Harms Well-Being • Balancing Speed & Quality • Ethical Considerations in Automation • Avoiding Burnout through Humane Productivity*
1230 – 1245	*Break*
1245 – 1345	***Action Planning & Commitment to Productivity Goals*** *Setting Long-Term Improvement Objectives • Drafting a Personal Productivity Plan • Accountability Mechanisms • Sharing & Peer Feedback on Action Plans*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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