

INSIDE MANAGEMENT ©

A systematic approach to greater clarity of thought, communication and decision-making

For managers striving to get the best possible performance from their team, the pressure is unrelenting. With constant interruptions and demands upon their time, there is never an opportunity to focus on a single objective. Faced by multiple tasks, conflicting priorities and complex human behaviour, the main challenge - even for the most talented managers - is often just how to get through another day.

That's why, in the real world, a dry theoretical approach to management is of little value. What managers need is a practical system that they can learn to apply in any situation, enabling them to see with total clarity both the immediate issues requiring their attention, and the bigger strategic picture that provides the context. And that's precisely what Gazing can deliver.

Based on robust psychological principles, our Inside Management System can help managers not just to withstand the constant barrage of demands upon them, but to thrive on the pressure - transforming doubt or uncertainty into sharp focus, clear communication and decisive action.

Inside Management: System structure

Who is it for?

Anyone involved in managing people - in any type of organisation, and at any level of experience

How many?

Around 12 participants works best - but we're flexible

What's involved?

Our Inside Management System is delivered in four main phases:

1. Discovery: working closely with you to define specific objectives, and clarify the key pressure points affecting performance
2. Introductory workshops: introducing the key principles, maps and tools that make up our Inside Management System; usually based on a three day format
3. Follow-on workshops: a series of four sessions to embed the generic management tools, which provide the platform for developing a range of management skills
4. Implementation: ongoing support, including a programme of 12 customised modules, to develop and consolidate Inside Management skills



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Gazing: Systems for improved performance under pressure

Gazing Performance is an international business currently working with clients in over 60 countries to deliver sustainable improvements in performance. Across the fields of business, sport and education, we help individuals and teams to maximise their potential and achieve better results, whatever the pressures they face. We do it by devising and implementing systems that give people the direction, the insight and the practical tools they need to deliver their best when it really counts.

In addition to management, Gazing Performance Systems cover: Sales and Sales Management, Leadership and Customer Service.

Find out more at www.gazing.com

The Gazing Inside Management System

Like all Gazing Performance improvement Systems, Inside Management works on three levels to help people optimise their natural talent and acquired skills consistently when the pressure is greatest:

1. Seeing the big picture

In an ideal world, managers would have plenty of time to plan, implement and review their actions, and employees would respond to being managed in a totally rational and predictable manner. In the real world, precisely the opposite is often true. In particular, human beings can be relied upon to react in complex and often unexpected ways when working under pressure, especially in groups.

For managers, this means that it can be immensely difficult to know where to begin; how to make sense of - and move forward from - the specific situation in which they find themselves. So the starting point for our Inside Management System is to instil in participants an understanding of how to focus on the immediate issue while retaining an overview of broader strategic objectives, so that they won't be overwhelmed by the day-to-day pressures they face.

The Gazing Inside Management map makes it easy to achieve this double focus - enabling managers, in the first instance, to orientate themselves and establish reference points in any given situation.

2. Understanding the framework

Having used the map to establish precisely where they are, participants rapidly develop their understanding of how to apply the information it provides to move in the right direction, and resolve the specific issues or strategic challenges that they have identified.

On a single page, the Inside Management map condenses the most robust principles governing human behaviour, derived from a range of disciplines, such as cognitive and social psychology.

Put simply, the map shows managers how to think, talk and delegate tasks with complete clarity, when the pressure is most intense. It locates the places where emotional issues are likely to cloud judgement and complicate matters; it indicates pathways for individuals and groups to follow in order to perform more effectively under pressure (irrespective of discipline or industry); and, like any good map, it enables managers to avoid diversions that may result in the entire enterprise heading in the wrong direction.



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3. Using the right tools

In all Gazing Systems, it's the combination of a map plus practical tools that gets results. With the overview firmly in mind, the tools allow participants to apply the key principles effectively in everyday situations, to improve performance.

In the case of Inside Management, there are three main tools: **the X-Check** (which generates Clear Thought); **Clear Talk**; and the **Attention Seeker** (to generate Clear Task). Armed with these tools, managers are better able to withstand the constant barrage of demands on their time - remaining focused and retaining the ability to connect their immediate situation with the overview.

The **Clear Thought** tool can be used in all kinds of everyday situations involving problems, decisions, change, motivation and stress. **Clear Talk** helps with communication and difficult conversations about under-performance and conflict. And **Clear Task** is concerned with "actionable" matters, such as projects, coaching, team-building, performance reviews and recruitment.

In this way, the Gazing Inside Management System equips managers to understand and respond appropriately to the entire, endlessly diverse spectrum of human behaviour, whatever the context. But, while our approach is universal in application, there is scope for further more specialised learning. Once the map and tools have been mastered, participants can choose from 12 key management competencies to develop more fully - including team-building, managing change, and managing conflict.

Results and benefits

The Gazing Inside Management System will permanently change the way managers approach the challenge of getting the best from individuals and teams, delivering a measurable and sustainable improvement in performance.

More specifically, at the end of the introductory workshop, every participant will have:

- > A clear understanding of the principles involved in managing people under pressure, while retaining a clear strategic overview
- > A working knowledge of the Inside Management map
- > A working knowledge of the main tools, the X-Check, Clear talk and the Attention-Seeker
- > A firm grasp of how the map and tools can be applied to real-life management challenges, such as recruiting the best people, managing performance, and ensuring open and free-flowing communication

Above all, what we promise is that, when fully implemented, the Gazing Management System will deliver a visible and measurable impact, helping people think clearly, feel in control, and act more effectively when the pressure is most intense.

Why maps are the way to go

Maps are the single most distinctive and innovative feature of the Gazing approach. We believe they are, quite simply, the most powerful and practical form of communication available. There is nothing theoretical about a map; it shows where you are, where you want to be, and how to get there. It helps get you moving in the right direction. And, best of all, you don't need to be taught how to use a map; from the moment it's in your hands, you can start using it.

Unlike maps of physical terrain, ours represent a mental landscape; and since the broad principles of how the human mind works don't change, a Gazing map will never become out of date. This universal quality also explains why many participants find that our maps can be useful in all kinds of situations, not just professionally but also within their personal lives.

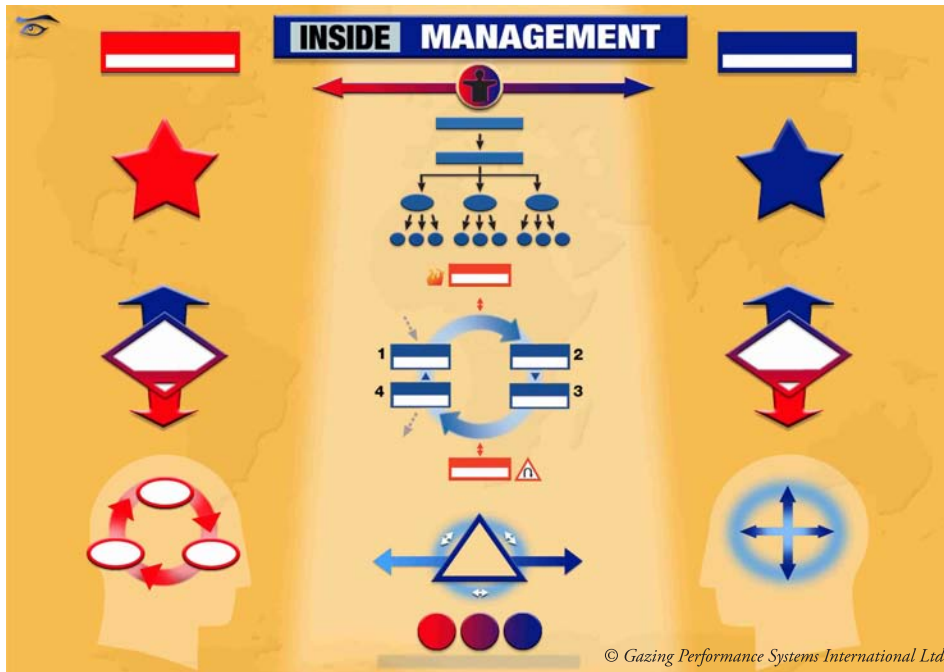


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"At Teligent we have used Gazing's Human Performance model to align our people and our processes to the activities that really make a difference to our business performance."

Teligent UK



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