

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Performance Consulting

Are you charged with improving performance and results in your business units? If you have been asked to address issues that may not be solved by learning alone, this program is essential for you. Examine the difference between learning and performance consulting roles and gain a blueprint for conducting performance consulting interventions.

You will practice the concepts and skills through an engaging case study that simulates a consulting intervention from beginning to end.

Who Should Attend?

- Learning and HRD professionals who need to create collaborative partnerships with senior executives and business unit managers in order to improve performance and organizational effectiveness.
- Performance consultants who must analyze performance problems and develop multi-faceted solutions in support of business goals.
- Managers and professionals whose learning organizations are evolving from learning to performance improvement, and who have responsibility for linking business needs to workplace learning and performance interventions.

Key Benefits

1. Discuss strategies for creating collaborative relationships with managers.
2. Plan how to overcome resistance to your performance improvement initiatives.
3. Apply your new skills and knowledge to a realistic case study as you move through the performance consulting process.
4. Build a set of Best Practices through peer-discussions and individual structured feedback.
5. Return to work ready to immediately apply effective strategies to solve your current performance improvement challenges.
6. Take home a comprehensive manual packed with job aids, checklists, decision tables, guidelines and reference materials that will help you address future business and performance needs.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- **One-Year Hotline:** connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

"I have attended many different classes and by far your class was one of the most engaging and enjoyable sessions that I have attended. Performance consulting is a skill that is very beneficial in many different scenarios and I always enjoy getting a different perspective." K. Powers, Petsmart

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Objectives

Upon successful completion of this program, you will be able to:

- Define successful Performance Consulting.
- Establish and maintain a collaborative partnership with clients.
- Engage the client and handle client resistance.
- Validate deliverables and decisions with your client.
- Identify Business Needs and Performance Needs.
- Select effective data collection methods and tools to collect critical performance data.
- Assess the performance problem.
- Diagnose the causes of the performance discrepancy.
- Propose solution strategies.
- Apply the techniques, tools and practices associated with Performance Consulting.

Agenda

Day One

- Purpose, objectives and introductions
- New Work Environment
- Core Competencies of Consultants
- Consulting Model
- Consultant Roles
- Hierarchy of Needs
- Client Resistance
- Engaging the Client

Day Two

- Review
- Performance Models
- Data Collection Overview:
 - Population Data
 - Sample Sizes
 - Data Collection Methods
 - Levels of Data
- Contracting to Proceed
- Performance Problems and Causes
- Recommending Solutions
- Reporting to the Client
- Managing the Implementation
- Action Plan
- Program Wrap-Up

