

Target Audience:

- ◆ HR professionals
- ◆ Organization Development specialists
- ◆ Training managers
- ◆ Trainers
- ◆ Project managers
- ◆ Line managers

Outcomes

At the end of this series, you will be able to:

- ◆ Identify your appropriate consulting style
- ◆ Identify performance requirements
- ◆ Conduct a performance gap analysis
- ◆ Identify the appropriate performance interventions
- ◆ Assign the appropriate metrics to an intervention
- ◆ Direct the change from activity- to performance-based practices

Workshop Cost:
\$2500 plus expenses each,
or \$6000 plus expenses for
all three workshops



Bud Bencoter is President of GMB Performance Group, a performance improvement firm based in Pittsboro, NC. Bud has over 25 years of

experience in improving individual and organizational performance through a variety of interventions. He has a Ph.D. in Instructional Systems Design from Penn State University and has taught performance improvement for Penn State and The Wharton School of the University of Pennsylvania. Bud currently teaches at the Fuqua School of Business, Duke University. He has published articles and is a frequent speaker on performance improvement topics.

A wise man once said that our actions are governed by “superstitious behavior.” He meant that we do things because we’ve always done them that way, and we’re convinced that these actions will deliver the outcome we’re looking for. **The Performance Consultant objectively begins with the desired result and works backward to the solutions.**

Workshop Agenda

- ◆ The difference between “activity” and “performance”
- ◆ How you can increase the value of what you do to your organization
- ◆ How to select and measure critical performance factors
- ◆ How to select the proper intervention that meets a performance need
- ◆ Tips for beginning the transformation to becoming a Performance Consultant

These one-day workshops can be conducted independently or in a package of three. If you select the package, each participant will choose a project where the skills can be applied, and the next workshop in the series will focus on the new learning.

“Bud provides value at every turn. Performance Consulting is all about results, and Bud makes sure his workshops are full of real world information you can use on the job immediately.”

*Chuck O’Keefe
National Manager, Strategic
Research, Curricula & Operations
University of Toyota,
Toyota Motors U.S.A.*

Session One

- ◆ Are you a Performance Consultant?
- ◆ Results first, activities second
- ◆ A performance consulting model

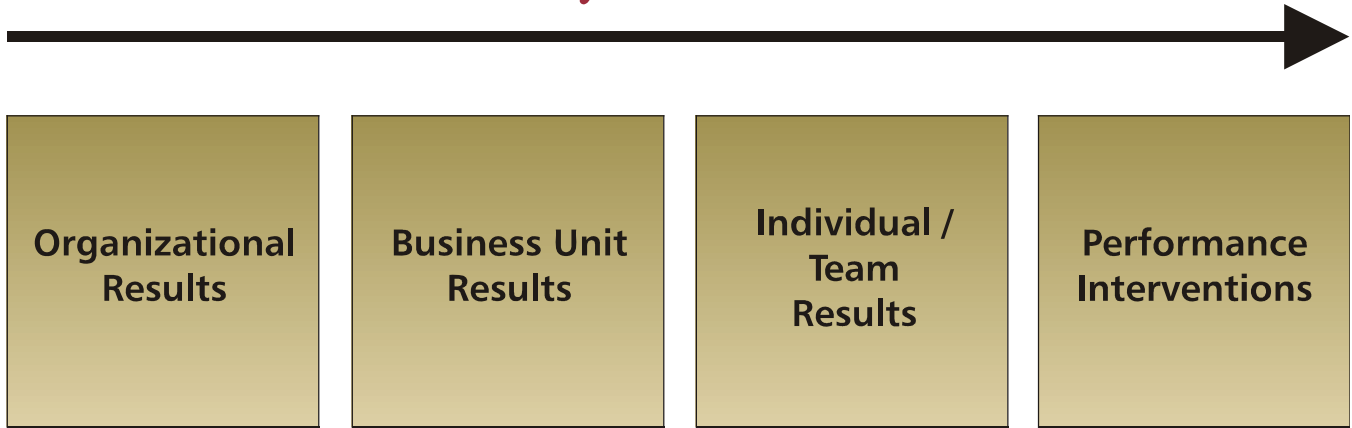
Session Two

- ◆ Performance interventions
- ◆ From training to performance improvement
- ◆ What should we measure and how?

Session Three

- ◆ Assessing your project
- ◆ “Selling” a successful intervention
- ◆ Leading the change to performance consulting

Analysis Process



Performance Value Chain

Basic Approach to Performance Consulting

All too often, the people charged with improving individual, team and organizational performance begin their process by selecting performance interventions (e.g. training, team building, process redesign) without first practicing a performance analysis. This is “superstitious behavior” – allowing the process to be driven by the intervention rather than the intended results. By analyzing a performance issue from left to right (results to interventions), we can ultimately create a true performance value chain that demonstrates how the intervention(s) measurably affect individual, team, business unit and, therefore, organizational results.

What's Included in the Workshop?

- ◆ Performance consulting tools
- ◆ Self-assessment instruments
- ◆ Between-session phone or e-mail consulting (with package of three only)
- ◆ Resource list

These workshops will give you the processes and tools used by successful performance consultants who have made significant contributions to their organizations' performance. You'll select a real-life challenge and we'll apply what we learn to make the experience a valuable one for you.

Workshop Approach

All GMB Performance Group workshops are highly interactive with a strong focus on **experiential learning**. Relevant case studies will be presented, where participants become part of the problem and work together toward a solution. Unlike lecture style presentations, this hands-on format motivates participants with personal involvement, greatly improving retention. Participants will leave the workshop with plenty of consulting tools to utilize in their organization, including action planning and self-assessment instruments.

For more information or to request this workshop for your organization, contact Bud Benscoter at 919-533-3211 or by e-mail at bud@gmbperformance.com