

Human Performance Improvement: Connecting people with performance

Tales of failed training sessions are legendary in workplace corridors. Most have the same theme: workers packed off to a training course where the knowledge acquired withers and dies because it wasn't fully applied and supported back in the workplace. The sad truth is that ad hoc training rarely works.

And in today's competitive environment with its bottom-line performance pressures, you can't afford a hit and miss approach to training. Every training dollar needs a good return on investment.

Helping workers become continuous learners, problem solvers and excellent performers is key to a strong organisation. And it needs long-term performance improvement.

Training that doesn't align with an organisation's goals is a recipe for disappointment. When performance problems aren't properly diagnosed and Management see training as a panacea, applying it like a bandaid, there's little chance for lasting improvement.

But with the right set of tools, Managers can create lasting performance improvement. Wilson Learning's Human Performance Improvement is the framework for improved training results.

Human Performance Improvement:

Human Performance Improvement (HPI) is a powerful means for analysing causes of workplace problems, and then designing the best solutions for lasting performance improvement.

An analysis will highlight the business goals, the competencies needed to achieve these goals, and how the work environment can best support long term performance.

Return on Investment:

The key to lasting improvement is how the skills learned in training are used and reinforced when employees return to the job. To achieve this, Managers play an integral role in coaching and reinforcing these skills into everyday work practice.

Measurable Results:

The inevitable question about training is "was it worth it"?

Wilson Learning helps organisations build-in methods to monitor progress and measure the impact of training.

Impact Evaluation shows changed behaviours, improved performance, and results achieved – either in sales, leadership or individual effectiveness.

Case Study:

In one case, a medical device company found that implementing a new sales process after its sales and marketing departments held separate but aligned training sessions, paid for itself very quickly. Within six months, after evaluating variables such as skills development and impact on sales performance, its *Impact Evaluation* found 83:1 return on investment.

The insights from *Impact Evaluation* become a useful guide for tracking change as well as providing a path toward continuing improvement.

A HPI approach forges closer links between employee training and workplace tools, processes, performance measures and management coaching is a powerful means for driving business strategy.

Such an approach is critical to delivering the kind of return on investment today's organisations demand from employee development initiatives to move the workforce toward its strategic goals.