

Introduction to Performance Consulting

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Performance Design Group

Preview Presentation

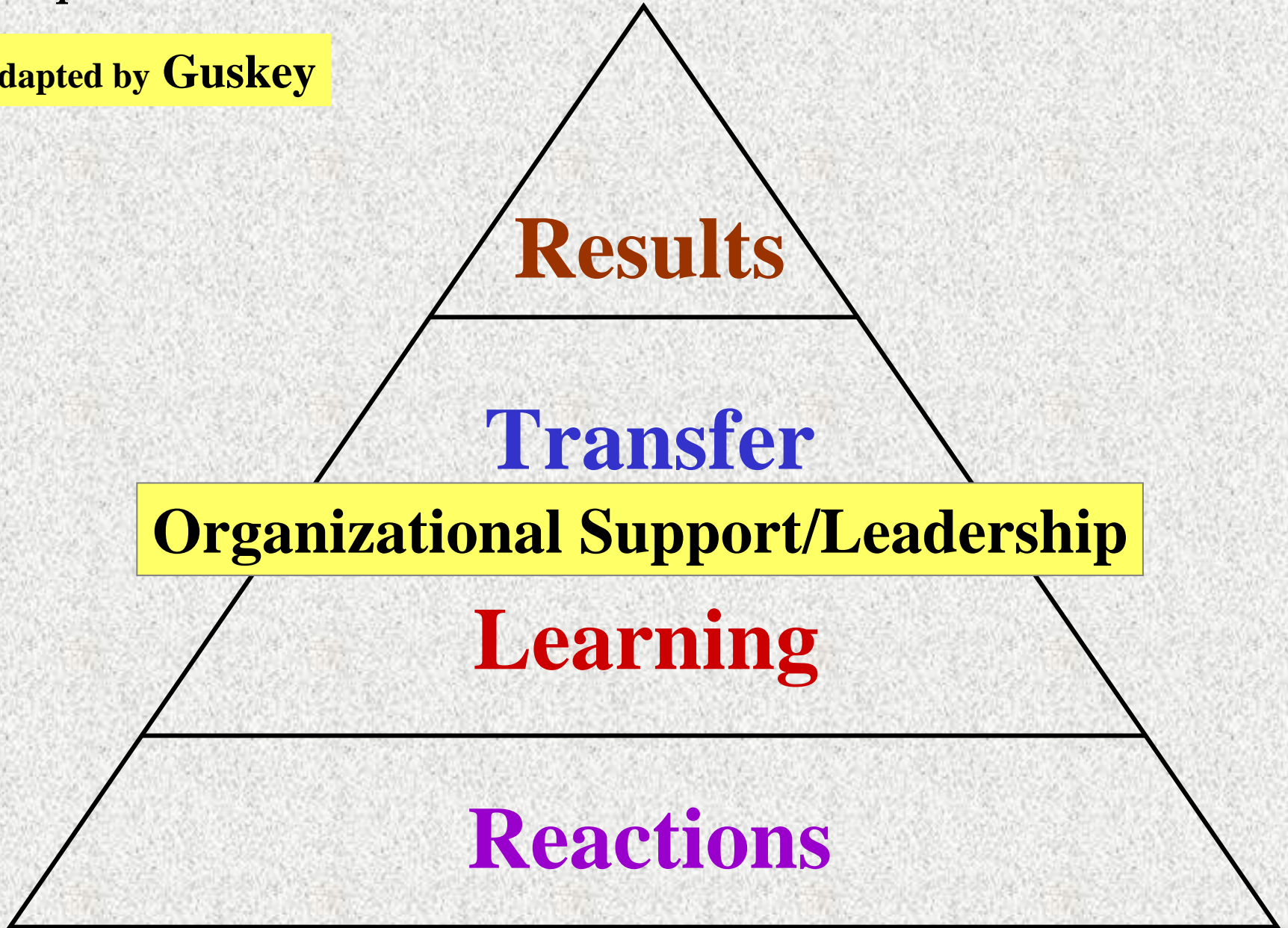
www.performgrp.com

Objectives

- **Focus on results and business performance**
- **Engage your expertise**
- **Complete front end/diagnostic work**
- **Apply diagnostic models**
- **Develop and implementation plan to sustain performance improvement**

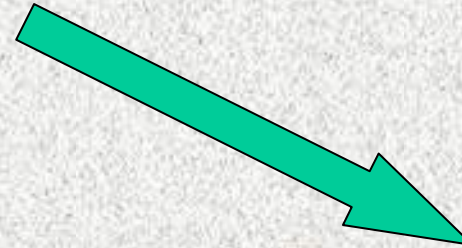
Kirkpatrick's Model

Adapted by **Guskey**

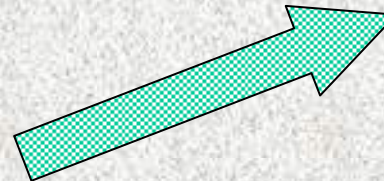


Business Performance Model

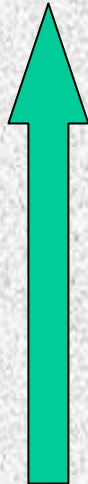
1. Employee/team performance



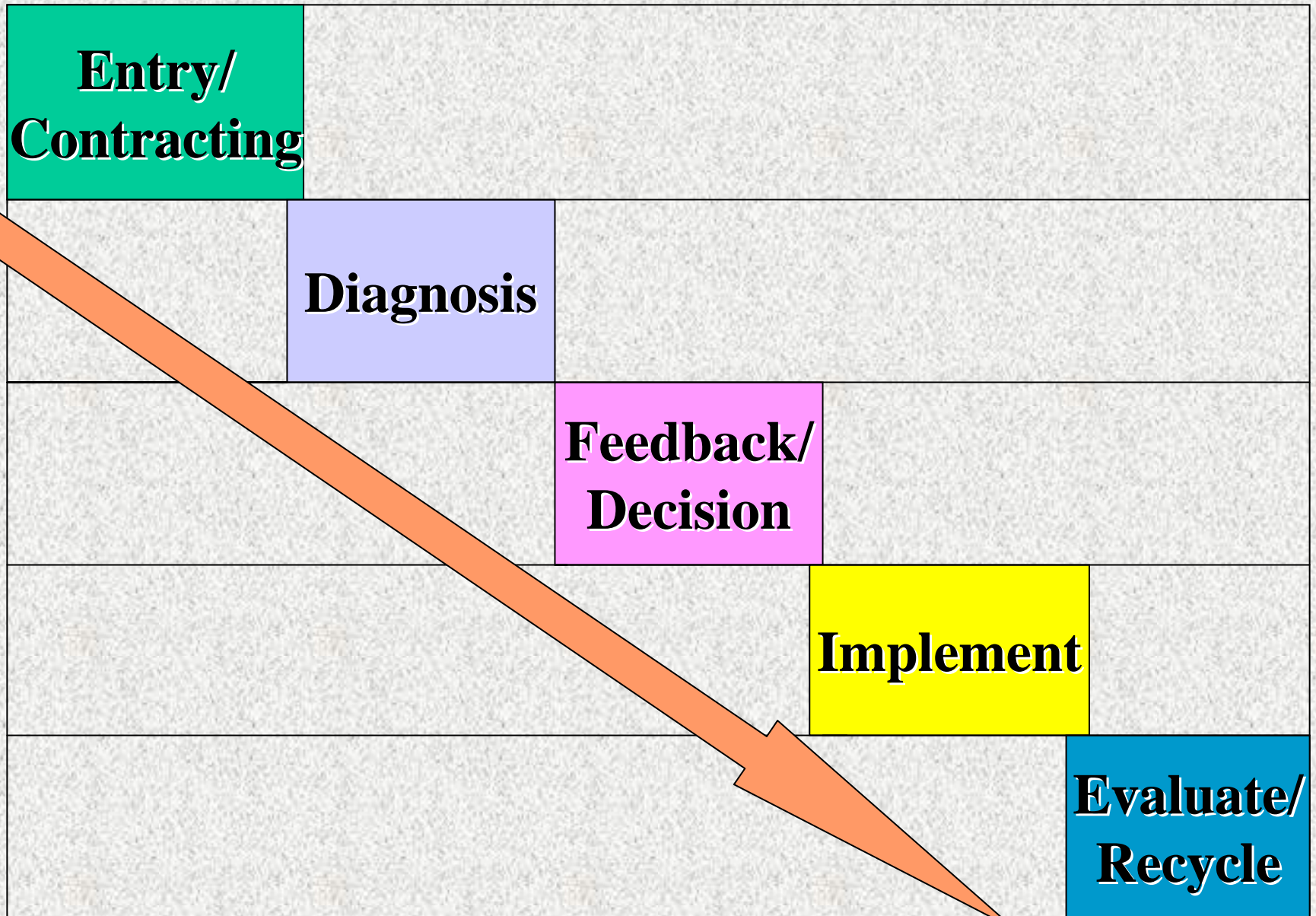
2. Business results



3. Work environment



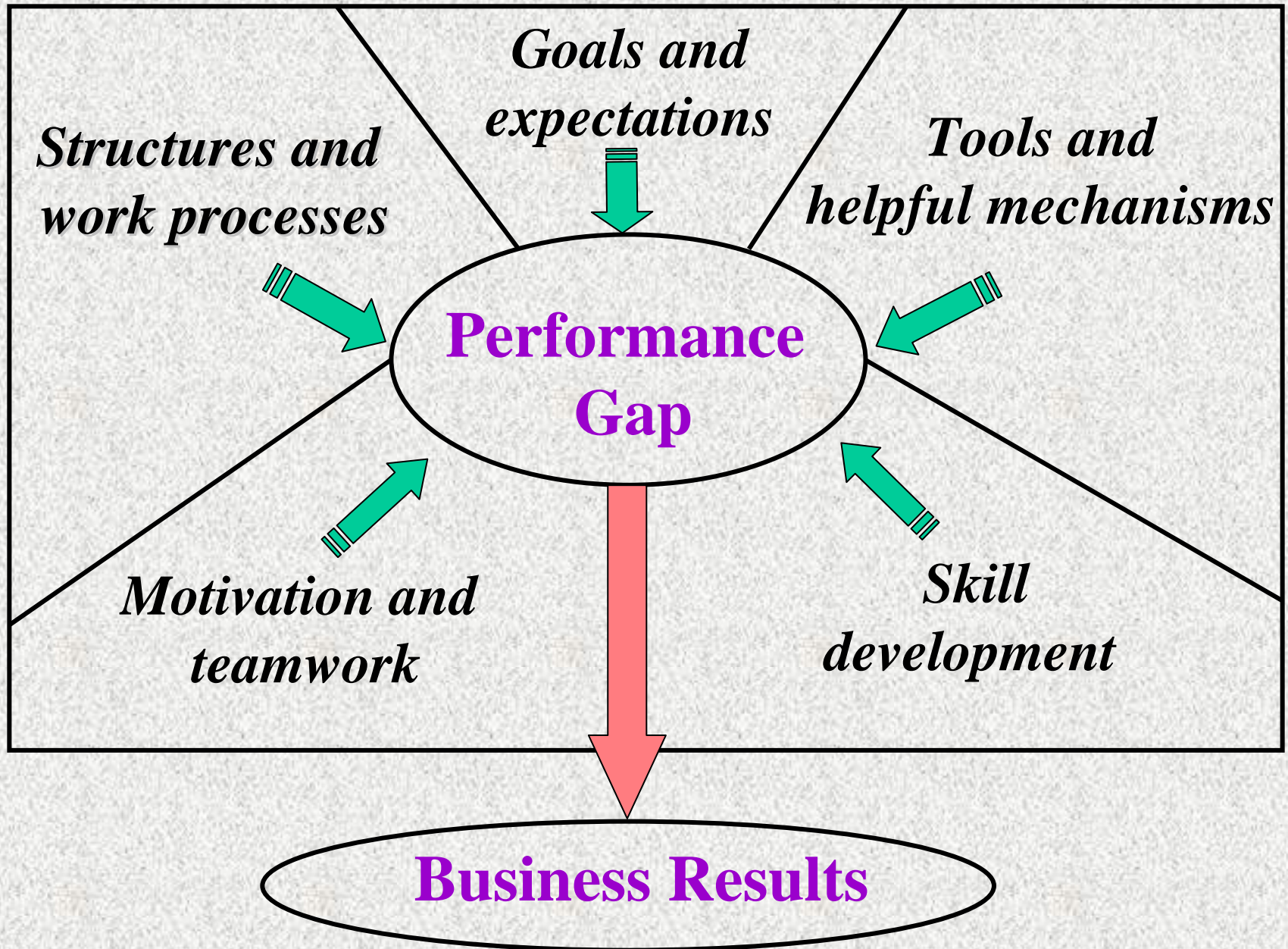
Consulting Phases



Reflection

- **Are you willing to engage clients at a deeper level?**
- **Are you willing to put your expertise on the line?**
- **Do you want your work to be more satisfying?**
- **Do you want more job security (long term)?**
- **Do you have the confidence to guarantee your work?**

Diagnostic/Systems Model



Goals and expectations

Structures and work processes

Tools and helpful mechanisms

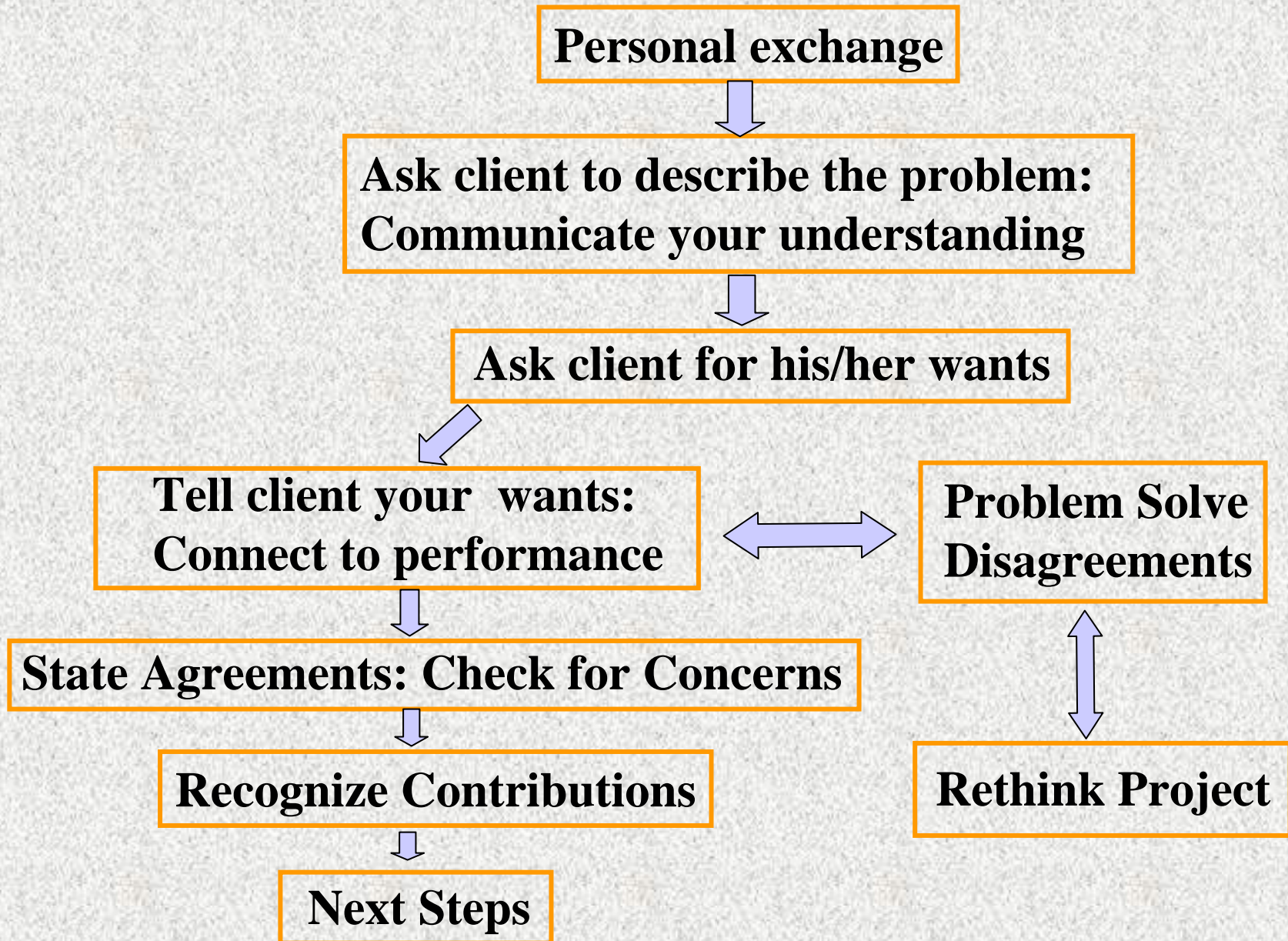
Performance Gap

Motivation and teamwork

Skill development

Business Results

Contracting Model



Contracting Model

Proactive/Selling

Personal exchange

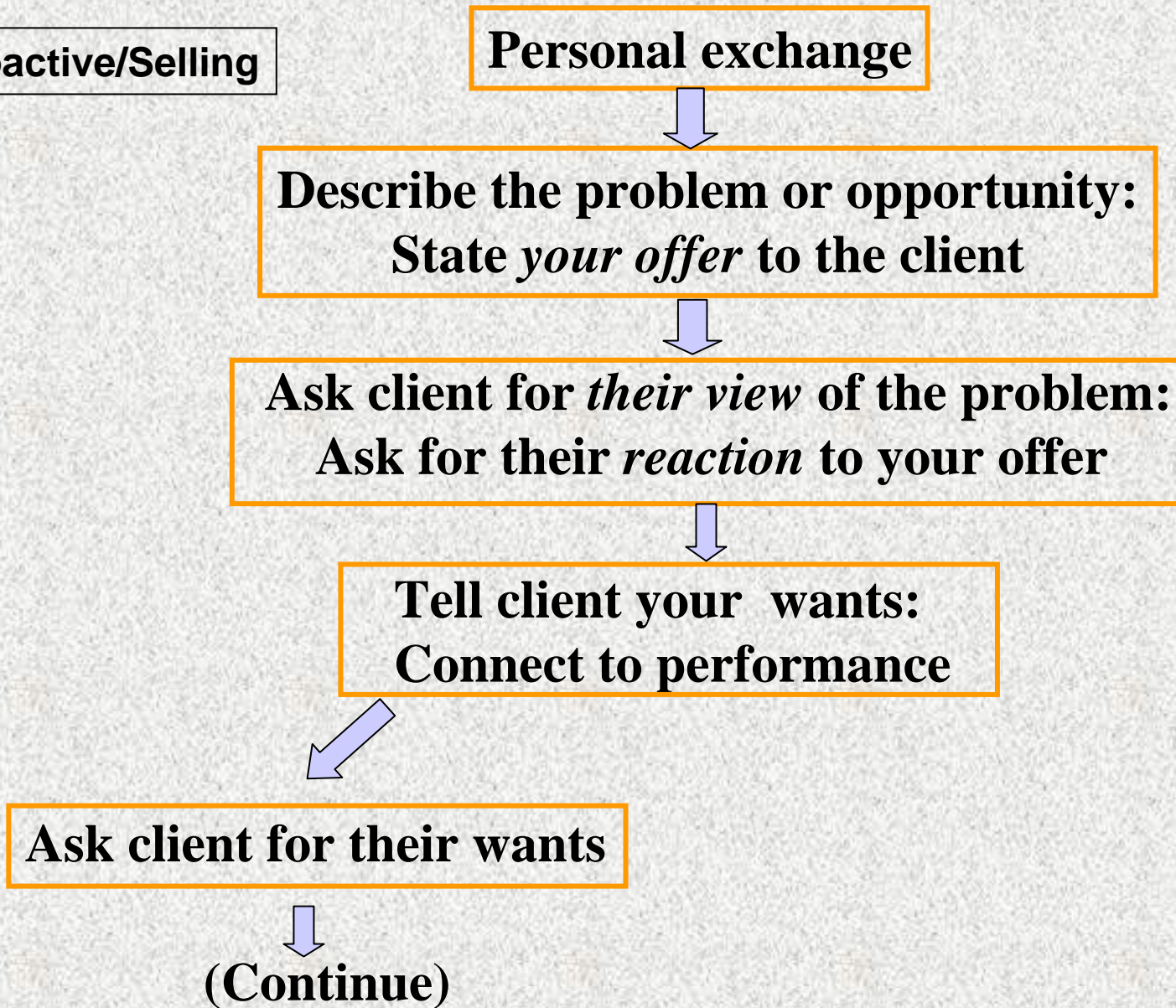
Describe the problem or opportunity:
State *your offer* to the client

Ask client for *their view* of the problem:
Ask for their *reaction* to your offer

Tell client your wants:
Connect to performance

Ask client for their wants

(Continue)



Business Results

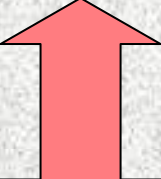
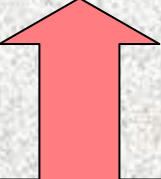
Exemplary Performers

Internal Performance/Outputs

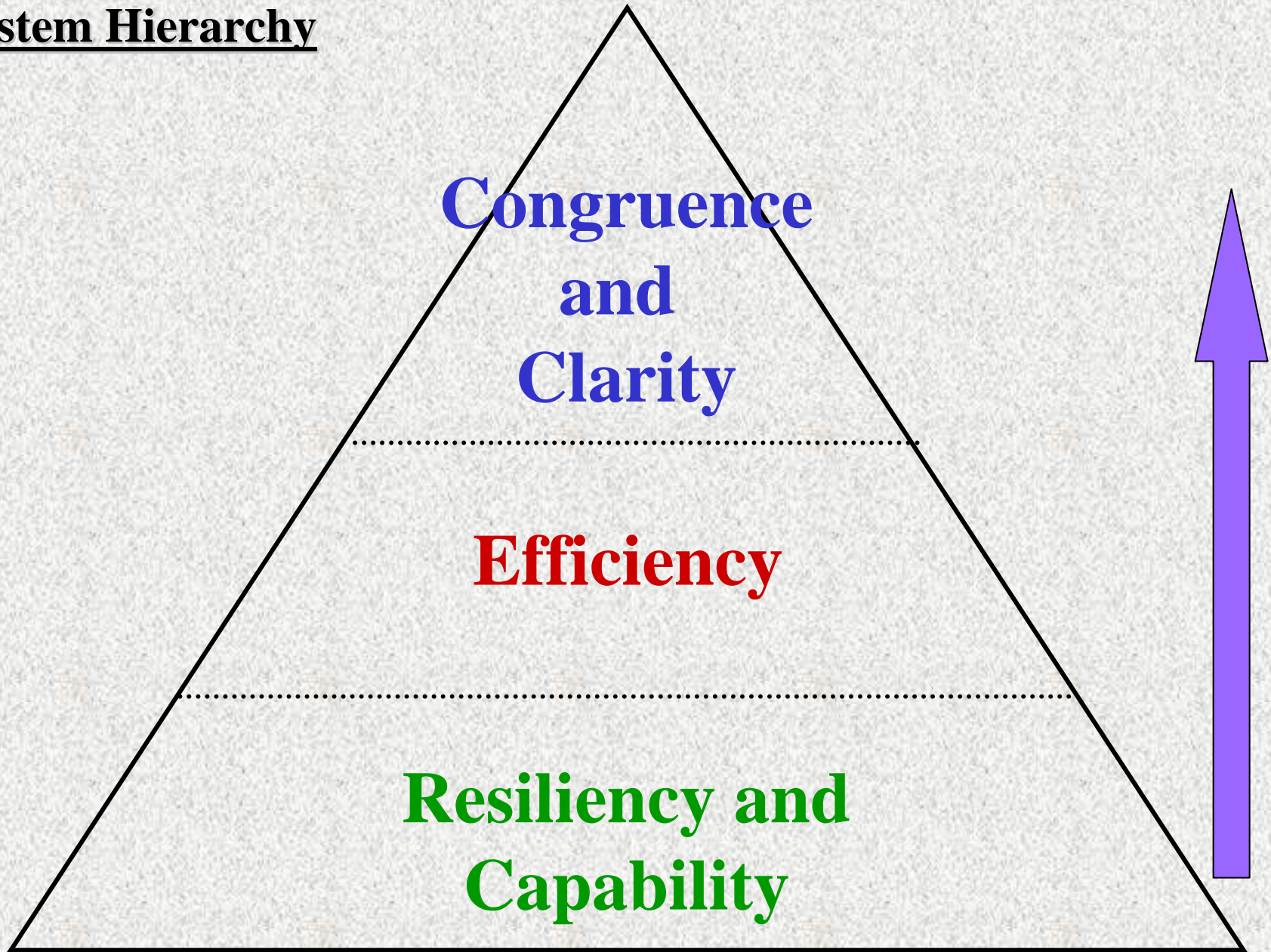
Work Processes

**Work Environment/
Inputs**

Measurement/information systems



System Hierarchy



Adapted from Judith Hale

Implementation Model

**Performance Standards
& Results**

**Role of Managers
& Supervisors**

**Internal
Steering Group**

**Personal Reactions
to Change:
Support Strategies**

**Coaching &
Feedback System**

**Primary
Interventions**

**Measurement/
Monitoring System**

**Adoption &
Learning Cycle:
Orientation &
Development
System**

**Supportive Changes
in Work Environment**

Role of Consultant

