

Principles & Practices of Performance Improvement II

**Add more value and make a difference in the business of your organization.
A course for experienced consultants.**

WHAT IS YOUR SITUATION

Customers complain that internal consultants don't understand the business?

You don't know exactly how to show your customer that you know his business?

Your customers don't discuss "real" business issues with you but only approach you for training?

You don't know how to approach your clients more pro-actively?
You're insecure when it comes to making a business case?

You want to understand performance of and in organizations more comprehensively?

You want to be prepared for tough discussions concerning the value of your work?

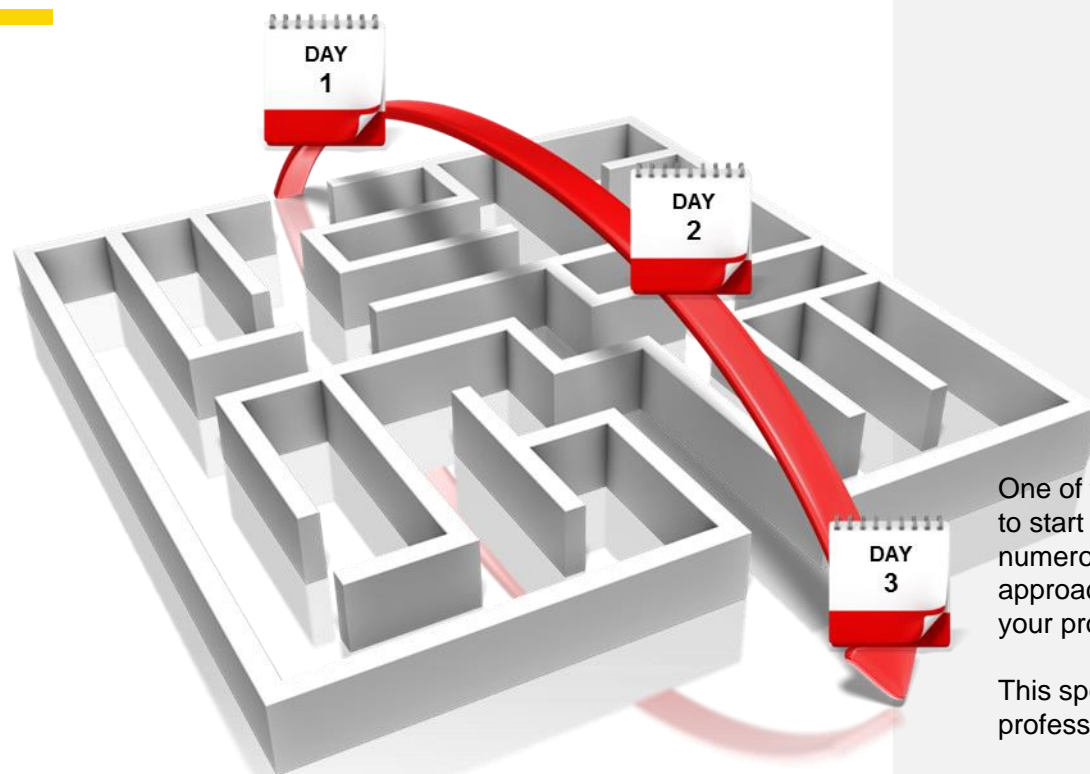
You want to be able to handle complex problems and challenges in business professionally?

You want to develop easy to use road maps for implementation that speak to your client?

Then this workshop is for you!

Doing professional work requires knowledge, skills, know-how and reflected experience, plus a set of proven tools. The Advanced Institute provides all this and equips you for the next step in your career.

WHAT IS THE COURSE ABOUT



This packed and hands-on workshop guides you through a three day process that equips you with tools along the consulting process. In addition you will meet interesting colleagues and build your professional network.

Day 1:

- Demonstrate that you have a comprehensive understanding of your client's business,
- Move from order taker to pro-active performance consultant,
- Practice the new approach in a comprehensive case study

Day 2:

- Get additional tools and continue to apply them to the case
- Do complex analyses and use systems thinking to develop sustainable solution packages

Day 3:

- Present findings in a way that speaks to your client
- Work with underlying business cases
- Develop road maps that get buy-in

One of the biggest advantages of the tool set is that you don't have to start from scratch. Generic blueprints that have been developed in numerous projects guide you. You will see what a generalized approach looks like. All you have to do is to adapt it to the specifics of your projects and your organization.

This speeds up understanding and adaptation, and ensures professional solutions.

WHAT WILL YOU GET

Module 1: The PI Consulting Process

- Presentation & discussion
- Handout support materials, including PI Consulting Process Poster that shows all phases of a PI project, all results per phase and tools that are helpful to achieve required results.

Module 2: Understanding your and your client's business

- Tool: Business Map
- Apply the map to your and to your most important client's business
- Draw conclusions and start personal action plan

Module 3: Case study part 1: High level analysis

- Presentation & discussion of case
- Handout support materials, including examples of performance assessment work plan, Super System map, value chain map, KPI depository

Module 4: Case study part 2: Analysis of a Human Performance Problem

- Handout support material, including Influence Matrix and Generic Variables that influence performance
- Using the tools to develop a systemic understanding of the issue and to develop sustainable solutions



Module 5: Case study part 3: Analysis of a process performance issue

- Handout support materials, including process documentation and analysis maps, and process KPI log
- Align human and process performance, use it to build business case

Module 6: Case study part 4: Present to customer

- Handout support materials, including coherent org picture, improvement areas with leverage, fundamentals of business cases, a management system blueprint design, and examples of report structures and presentations

Module 7: Case Study part 5: Implementation Road Map

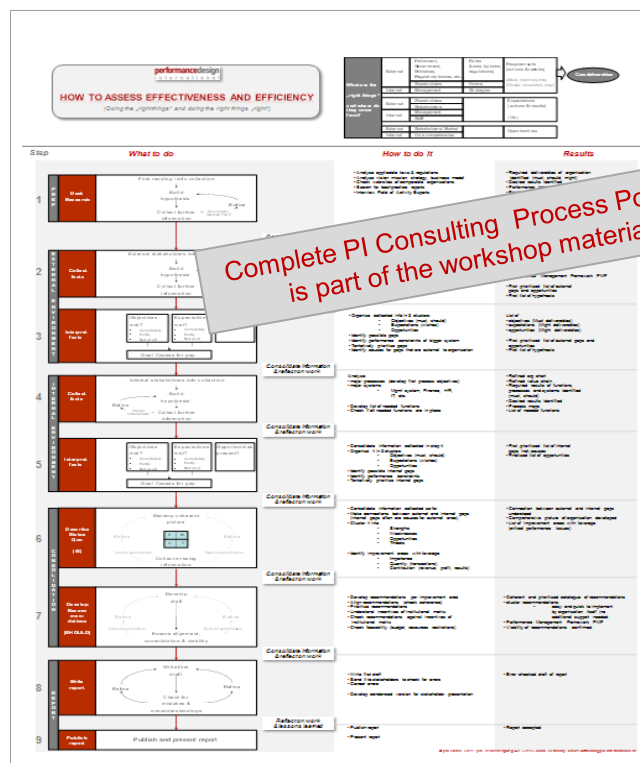
- Handout support materials, including a generic road map design
- Work in break out groups, present case
- Debrief of results

Module 8: Wrap-up and personal development plan

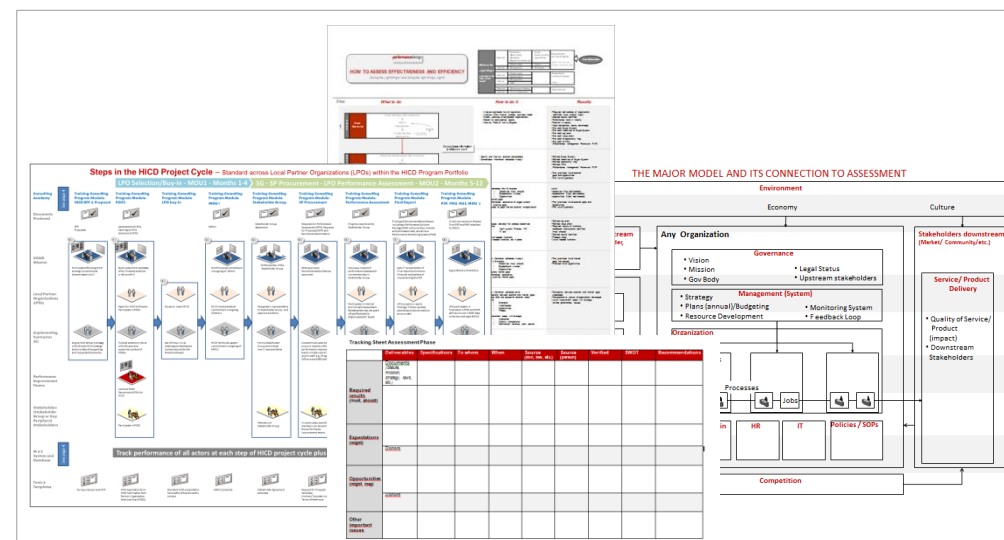
- Adapt the new tools to your specific environment
- Connect them with your business
- Next steps you have to take: personal action plan
- Lessons Learned

You will get 12 credit points towards ISPI's CPT re-certification

WHAT WILL YOU GET



Complete PI Consulting Process Poster is part of the workshop material



Just like the posters, all presentations and handout support materials are for you to keep for your personal use.

You will get 12 credit points towards ISPI's CPT re-certification

WHY YOU SHOULD ATTEND

- Performance Based Workshop designed and delivered by experienced professional performance improvement consultants
- Focused on proven tips, tools and techniques that will get you the required results
- Takes a systemic holistic view of the organization
- Organized around a user-friendly approach
- Delivers a set of tools you can use to understand any business
- Provides a step-by-step blueprint of a PI consulting process, the tools to use along the process and the know-how to manage it
- Have fun in an interactive environment and learn from your peers

Get certified

ISPI's Certified Performance Technologist Certification was established to help practitioners prove their level of proficiency; distinguish themselves among the performance improvement community; and fill the growing demand for people who can create positive impact for a wide variety of companies, industries, and organizations.

The certification process includes:

- Documentation of work examples, based on a set of standards, criteria, and code of ethics
- Rigorous peer review and evaluation of submissions, using a systematic, measurable process
- Continuing education requirements for re-certification every three years



International Society for
Performance Improvement

Some of the work you're already doing may help you on your way to earning your CPT today. Join an exclusive group of practitioners who are making a difference for organizations in 46 countries around the world.

**ROGER ADDISON, PhD, CPT**

is an internationally respected practitioner of Performance Improvement Consulting and principal and Chief Performance Officer of Addison Consulting.

As the Senior Director of Human Performance Improvement for the International Society for Performance Improvement (ISPI) he was responsible for educational programs and implementing performance improvement systems.

Prior to his work with ISPI, Roger was Vice President and Manager at Wells Fargo Bank. His responsibilities included executive coaching and education, change management and partnering with line managers to improve performance.

WHO ARE THE TRAINERS

**KLAUS WITTKUHN, CPT**

is managing partner of performance design international (pdi), a company specialized in performance improvement projects in industry, government, local government and NGOs.

Previously he was managing partner of a German consultancy that focused on organizational development and training based on the performance improvement methodology also. He was in Senior Management of a consultancy (800 people) specialized on financial services and his first career was in the Military where he managed training centers.

Both have been awarded the highest award of the International Society for Performance Improvement (ISPI) to recognize their achievements in methodology development and they were the first one to achieve the Geary Rummler Award for the Advancement of Performance Improvement.

They consult with Fortune 500 organizations to help them align their business requirements with bottom line results. Together they have more than sixty years experience assisting line and staff managers improve the performance of their employee, processes and organization mission and vision.

When will the program take place?

The training will last three days from 8:30 a.m. – 5:30 p.m.

Reception for participants will be on day one from 8:00 a.m. – 8:30 a.m.

What are the terms?

The participation fee is \$1,995 per participant and includes:

- Re-usable handout materials developed from practice
- Buffet lunch on all three days
- Coffee, tea and refreshments

A 10% discount applies on the second and third participant from the same organization.

A 15% discount applies to every additional participant from the same organization.

Please arrange for your own accommodation.

If you have any questions before registering, please contact info@commit2mastery.com

We will respond to your questions immediately.

WHEN? WHERE? HOW TO REGISTER?

To register go to:

<http://www.commit2mastery.com>

If you are interested but cannot participate please use the same link.

You can leave your email address and we will inform you about other training courses to come.



International Society for Performance Improvement

The International Society for Performance Improvement (ISPI) and its members use evidence-based performance improvement research and practices to effect sustainable, measurable results and add value to stakeholders in the private, public, and social sectors.

We help people and organizations make a difference. To their co-workers and clients. Their communities. Their world. By providing tools and strategies for effective and universal improvement, we are helping members create bigger impact, make greater contributions, and, ultimately, make our world a better place to be.

BEING BETTER MATTERS

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www.ISPI.org