

## Performance Consulting

Our Performance Consultants can partner with you to help determine the root causes to your workforce or organizational performance challenges. A clear picture of the real root cause(s) will help point to the right solutions and ensure a true return on investment from the chosen performance solutions. At Train-Ease, we practice HPT, Human Performance Technology, and the systematic approach to improving productivity and competence. Learning solutions are often only part of the answer to an organizational performance challenge. With our focus on performance, our clients are ensured a blended solution that fits and that will help maintain your competitive advantage!

### The most common causes of performance challenges include a lack of:

**Skill & Knowledge** - Would the associate fail to perform to expert standards even if his or her life depended on it and even when he or she has adequate information, tools/resources, and motivation/incentives?

**Tools & Resources** - The associate desires to perform but lacks the tools and or resources to do the job. Are the tools available and adequately supporting the associate to perform? Are the tools easily accessible?

**Motivation & Incentives** - The associate has sufficient job knowledge, but is not motivated or incented to perform. Is there something in it for the associate to perform well? Are there incentives awarding good performance? Are the available incentives being used?

**Information & Feedback** - The associate is not aware of the role/responsibilities needed to perform the job due to a lack of communication OR the associate does not receive behavior based, specific, factual, and timely feedback. Does the associate know what is expected of him or her and what the standards are? Is the associate informed quickly and with high frequency about how well he or she is performing? Is the feedback the associate receives specific, accurate, and tied to performance?



Our consultants will conduct a series of structured assessment activities (e.g., interviews, focus groups, surveys, on-the-job observation, critical incident techniques, etc.) to identify the root cause(s) and, recommend the appropriate solutions to address your needs.