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Program Outlines:

Module 1: Needs Analysis (using Human Performance Improvement Model)
Training Focus: Identifying the true root causes of performance issues and their relevance to business goals before ever considering training as a solution.

1. Global Training & Development Competency Model (2013)

2. Human Performance Improvement (HPI) Model
    a. Discovering and Analyzing Human Performance Gaps
    b. Planning for Human Performance Improvement
    c. Designing and Developing Cost-effective Solutions
    d. Partnering and Implementing Solutions
    e. Monitoring Change and Evaluating Results

3. Business, Performance and Gap Analysis
    a. Business and Performance Analysis
    b. Measurement Criteria and Desired Performance Outcomes
    c. Gap Analysis and Workflow Analysis
    d. Affinity Diagrams
    e. Flowcharts
    f. Interviews
    g. Focus Groups
    h. Surveys and Questionnaires

4. Root Cause Analysis
    a. Steps in Conducting a Root Cause Analysis
    b. Root Cause Analysis Tools (Cause and Effect Diagrams, Five Whys Techniques, Pareto Analysis, Brain-storming
    c. Data Collection

5. Selecting Improvement Solutions
    a. Improving Knowledge and Skills
    b. Improving Motivation
    c. Improving Wellness
    d. Improving Structure and Process
    e. Improving Resources
    f. Improving Information Exchange