### Criteria for an Effective Training and Performance Process

A. Assessment, design, development, delivery and evaluation of the training and performance process are outcome-focused.

B. Some form of assessment is completed to identify performance requirements, performance gaps, root cause, and needs.

C. Solution objectives and measures focus on root cause and are developed and communicated for performance readiness, performance execution, and business outcome.

D. The training and performance design addresses all relevant components of performance readiness, not just learning.

E. The training and performance design addresses pre-engagement action.

F. The need for follow-up transfer action and strategy is assessed and implemented, or a compelling reason is provided why it is not needed.

G. Participants identify and address their responsibility to eliminate ineffective habits, and to execute and obtain results.

H. The execution role of Active Management Reinforcement™ (AMR) is addressed and, if needed, becomes part of the solution design.

I. Partnerships are established with key managers and clients and a Performance Alignment Contract is negotiated.

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