

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.