Human Performance Improvement Study

Program in a Nutshell

Have you seen an individual sent off to training for help with a perceived performance problem when the real problem lies elsewhere? Management and human resource practices, quality processes, and corporate culture are among the factors that can interplay to create serious performance issues. For instance, when team-members appear to lack motivation or cohesiveness, the management response often is to send them to a teambuilding course. When training does not resolve a performance issue or when a large number of individuals in an organization exhibit performance problems, it's time to take a holistic approach to identifying and fixing organizational problems. Human Performance Improvement (HPI) study is just such an approach**.**

Program Details

Has your organization sent an individual off to train on a particular topic only to find out later that the training did not solve the problem? This can happen because the organization is not set up for the expected behavior change to occur or because training was never the right solution in the first place! "If you put a gun to their head, could they do it?" If the answer is "yes", then training is obviously not the solution. So if training is not necessarily the answer to performance issues, how do we find out what is? After all, if their failure is due to poor work procedures or oversight, confusion about expectations, or insufficient incentives, training will only end up wasting time and money.

HPI recognizes that training is usually not the sole cure for performance deficits. It also insists that learning be linked to performance.   The HPI process involves a systematic needs analysis to determine the environment, needs, current and expected culture, policies and processes and other issues that impact work performance.   From this analysis emerge recommendations for performance enhancement that may or may not include training.

As part of an HPI project, the Eogogics HPI specialist will start with a thorough review of all relevant documents including the organization's mission and values, its strategic plan, recruiting and indoctrination practices, employee handbook, policies and procedures, job descriptions, performance appraisal forms, work assignment and job promotion practices, and more.

He or she will then hold hour-long interviews with the key personnel as well as focus groups with randomly selected individuals. If the analysis of this information reveals the need for follow up interviews, additional employees may be contacted by phone. All of the information collected by us remains strictly confidential.   After we have gathered sufficient data and analyzed all of the major functional areas, we meet with the management to present a comprehensive report describing our recommendations for performance enhancement.

HPI is a more scientific, quantitative, and holistic approach that believes that learning should make a difference. HPI studies are conducted on time-and-materials basis. Please e-mail or call us today to schedule the phone consultation that will allow us to determine your HPI requirements and submit a custom proposal with program details and costs specific to your organization.

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