

Performance Consulting Skills Open workshop

City and Guilds, Central London

A Practical and Experiential Workshop for
L&D and HRBP Professionals to

- Build Resilience to Overcome Setbacks.
- Master Diagnostic Problem Solving Skills.
- Develop Powerful Solutions.
- Become a "True" Business Partner".
- Drives Organizational Performance.

By Applying the Simple but Most Pragmatic
7-Step Process of Performance Consulting!



WHAT IS THIS WORKSHOP ABOUT

Have you ever thought about this questions: **“Is training an event, or a solution to performance improvement?”**

As an L&D practitioner or HR business partner, are you acting as a **“true” business partner** that helps your internal clients sort out the root causes of performance problems and work with the business leaders side by side to develop solutions? Or, are you perceived by your internal client as an **“order taker”** to whom they give the problem and ask for a quick solution? In the end, an “order taker” is the person who organizes courses and learning programs that are probably contributing nothing to the performance problem.

In today’s world, HR practitioners’ job is absolutely demanding in terms of driving employee performance and creating value in helping your organization strive in the ever-changing external business environment. To be a true and effective partner, you must act as a mirror for the clients to see more clearly about their own problems and enable them to develop solutions and put in action. The real problem is always like an iceberg below the water and cannot be identified by your clients who come to you and “order” a training course for they believe (or pretend to believe) that lack of training is the root causes of every single performance problem.

This 2-day highly-experiential workshop is going to equip you with the simple but pragmatic tool and process that you can easily apply when working with your clients to analyze the underlying problem and work out an effective and realistic solution. It enables you to add real value with fairly simple interventions.

WHAT I WILL GAIN FROM THE WORKSHOP-OBJECTIVES

Conditions

- Given a simulated meeting with a client

Performance

- To follow the 7-step performance consulting process
- To analyze the real performance problem
- To agree effective solutions

Standards

- The “client” says they received value
- 80% on the checklist of consulting behaviours
- Tutor is happy that you are ready to work with real clients

The focus will be on the development of individual skill at problem solving in 1-1 meetings. The workshop is designed on adult learning principles so there will be plenty of practise, opportunities to react and relate and personal feedback to help you develop your skills.

The skills of active listening, asking open questions, conversational control, moving from superficial to deeper meaning etc practised on the workshop will make you more effective in your personal and work life.



INTRODUCTION

Nigel Harrison

Chartered Business Psychologist
Performance Consulting – UK



Nigel works with some of the world's leading organizations to implement Performance Consulting in their organizations.

He provides: Performance Consulting Skills Workshops
Executive Coaching
Performance Problem Solving

His most recent clients are **Coca Cola, ESG, Qualcomm, GSK, Lloyds Banking Group, HSBC, Nokia, Ericsson, Thomson Reuters, Xerox** (who awarded Nigel with the title of “European Learning Partner of the Year” in 2009) and **AstraZeneca** (who have licensed Nigel's approach throughout the global company).

The process he developed is used by **Thomson Reuters, AstraZeneca, Xerox, Qualcomm, HSBC, SGS, GSK, Ericsson, Nokia, etc.**

Nigel's publications include: “Improving Employee Performance” as part of the Sunday Times “Creating Success” series. Nigel's “How to be a True Business Partner by Performance Consulting” is available from Amazon or from www.performconsult.co.uk. In 2014, he published “**How to Deal with Power and Manipulation by Performance Consulting**”.

WHAT CLIENTS SAY ABOUT NIGEL

“Performance Consulting has significantly changed the way we operate in L&D Xerox, but more importantly has positively affected the business impact we actually deliver and the perception of L&D within the business. A new sense of purpose and achievement runs through the team and I will continue prioritising this as a key skill in our team.”

We have linked Performance Consulting directly to the impact on the business; we establish the performance objectives with the business, develop and deploy the planned learning and finally evaluate online. This means we can now link performance growth to learning and directly back to the business challenge. Finally we can clearly show the business how we have a direct impact on their objectives.

Nigel Harrison at Performance Consulting won our Learning & Development Partner of the Year award judged against several criteria. His innovative approach to enabling this key skill into our team, his commitment to provide the right solution even if that means less business to himself, and the impact he has made on our business as a whole and L&D specifically. With experience in clients from different sectors he asks the difficult questions that help us to continually ensure we are moving in the right direction. I do not feel that our transformation of L&D over the last 2 years could have been possible without Nigel as a true partner in the real sense of the word.”

Darrell Minards, Head of Learning & Development, Xerox Europe

“Myself and Tony Mok (Asia) have both noticed and highlighted (in discussions with our staff) that people who have attended your workshop have a better sense of how to approach and manage discussions with the business partners they engage with. This has resulted in the proposal and adoption of robust solutions that are sustainable into the future with benefits (and constraints) understood and agreed by all involved. The opposite is sometimes true for those who haven't been trained in this process, where a desire to please and tick all of the boxes can result in setting the wrong level of expectations with customers with the result that short term wins can be offset by longer term misunderstandings and performance issues.”

Stephen Chatwin, UKI Manager, Sales & Service Learning, Thomson Reuters

“Nigel has been instrumental in building the consulting capability of our learning function enabling us to grow L&D's contribution to the Ericsson business. Virtual and face to face learning has developed the skills of our L&D Consultants so in every engagement we partner to grow Company performance.”

Peter Sheppard MA FCIPD, Global Head of Learning Excellence, Group Function Learning and Development-HR, Ericsson

COPYRIGHT

Attendees may use the Performance consulting materials for their own use but not copy or distribute the materials except for the 7-step performance consulting process diagram which we are happy for you to distribute as long as a reference is given to PC-UK. Contact us and we will supply a .pdf file for copying and distribution. If you have anyone who would like to know more about the approach please contact us for a free copy of the “Improving Employee Performance” paperback or direct them to the web site www.performconsult.co.uk

Attendance on any workshop does not grant or imply any licensing for attendees to run workshops or courses based on Performance Consulting materials within their own organisations or elsewhere.

Revised Feb 2009

OUTLINE

Pre-workshop

Joining Instructions and pre-reading

Day 1 – Getting to grips with the 7-step Performance Consulting process

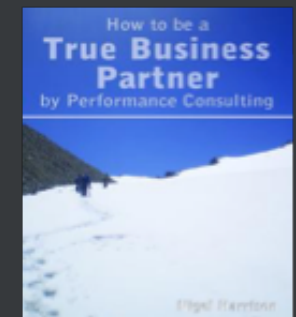
- Exercises resolve real performance problems 1-1 feedback
- Relate to relevant theory and models
 - The importance of building trust and rapport
 - Dealing with solutioneering
 - Drawing a system diagram
 - Supportive challenge to quantifying the performance gap
 - Using the ideas generator to build powerful solutions

Day 2 - Handling more complex cases

- Model interview – participants use a checklist to score Nigel as he interviews a “client” in a model interview
- More exercises in pairs to resolve work problem - completion of the workshop objective
- Exercise to use the process in a simulated ten-minute phone call
- Personal planning to use the process for real in two client meetings

Follow up -

- Each participant will receive a copy of **“How to be a True Business Partner”**
- Follow up video conference after 4 weeks



Venue - City & Guilds –1 Giltspur Street, London, EC1A 9DD
Fee £900 plus VAT (Contact me for discounts for individuals or restricted budgets)

Give me a ring if you would like to know more
Nigel - 07730 200 311