

USM Train the Trainer Program: Performance Consulting Fall 2008

- Instructor:** Carol P. McCoy, Ph.D., President
McCoy Training and Consulting
28 Lone Pine Lane, Yarmouth ME 04096
207-847-3271
Cmccoy3333@aol.com
www.mccoytraining.com
- Location:** Joel Abromson Community Education Center,
Bedford Street, Portland ME
- Time:** 3 Wed; November 5, 12 and 19th from 12:30 – 4:30 p.m.
- Cost:** \$295
- Contact Hours:** 12 contact hours/1.2 CEUs
- To Register:** Web: www.usm.edu/cce
Email: CCE@USM.MAINE.EDU
Phone: 207-780-5900; 1-800-787-0468
Fax: 207-780-5954

Description:

This course addresses the importance of appropriately timed and effective training and interventions to address performance problems. The course will include reading, discussion, small group exercises, and a case study.

You will learn:

- the similarities and differences between training and performance consulting
- the key challenges in performance consulting
- how to apply performance consulting tools
- how to diagnose performance problems and to identify training and non-training solutions to address them

Instructor:

Dr. Carol P. McCoy is president of McCoy Training and Consulting and Find-Your-Roots.com. She has more than 25 years' experience in training and education and is the author of several articles and two books on managing training: *Managing a Small HRD Department: You Can Do More Than You Think*, and *In Action: Managing the Small Training Staff*. She has been an instructor with USM for more than ten years.

Performance Consulting

Purpose

This course will help students to appreciate the benefits and challenges, process and practice of performance consulting. As a result, participants will recognize the importance of proposing training only when it is the right solution and only when it is accompanied by other interventions that support performance improvement. They will gain a basic understanding of how to define problems, analyze causes, and intervene to address real performance problems with broad-based solutions. A case study illustrates how performance consulting can make a difference in an organization's success. Participants will have an opportunity to apply principles and tools of performance consulting to a real organizational problem and to discuss this situation with their colleagues.

Objectives

As a result of the Performance Consulting sessions, participants will be able to:

1. Identify the similarities and differences between training and performance consulting
2. Identify benefits and challenges involved in performance consulting
3. Clearly define performance problems
4. Diagnose possible causes of performance problems
5. Propose solutions that address performance problems
6. Apply performance consulting principles to a real organization
7. Identify competencies needed to be a performance consultant

Selected Reading (provided to students)

1. Stolovitch "HR Professional as Performance Consultant" in *Workforce Performance Solutions*, Aug 2005 p. 16
2. Excerpts from D.G. Robinson & J.C. Robinson, ***Performance Consulting: Moving Beyond Training*** (San Francisco: Barrett-Koehler, 1996, p. 9-11, 22-29, excerpts from 39-45.)
3. What Is HTP? (The International Society for Performance Improvement)
4. William Rothwell "Human Performance Improvement Process" selected pages from the ***ASTD Competency Study***
5. Alison Rossett "Performance Analysis" chapter in the ***1998 ASTD Training and Performance Yearbook*** (9 pages)
6. *Developmental Planning Tool* by Carol P. McCoy (2006)
7. *Small Training Department—Big Impact: Having the Right Skills* by Carol P. McCoy (2004)
8. "XYZ Sporting Goods Company Case Study" by Carol P. McCoy
9. Ingrid Guerra "Does Your Performance Require Improvement?" in ***The 2003 Training and Performance Sourcebook*** Ed. by Mel Silberman (complete the Performance Improvement Competency Inventory)
10. "Improving Human Performance" from the ***2004 ASTD Competency Model and Dictionary***