# Performance Consulting and Human Performance Improvement Training Course

02 - 06 Nov 2026

Boston

7500 € (Per Person)

Ref: #TDD3404_190822

## Course Introduction / Overview:

This course provides a comprehensive framework for transitioning from a traditional training provider to a strategic performance consultant. It delves deep into the principles of Human Performance Improvement (HPI), a systematic approach to identifying and removing barriers to individual and organizational performance. Participants will explore how to diagnose performance gaps, analyze root causes, and recommend a wide range of solutions beyond just training interventions. Drawing on the foundational work of pioneers like Thomas F. Gilbert, author of "Human Competence: Engineering Worthy Performance", this program equips professionals with the tools to engineer worthy performance within their organizations. The curriculum moves beyond theory, focusing on practical application and data-driven decision-making to ensure that interventions deliver measurable business results. At BIG BEN Training Center, we have designed this course to empower participants to become trusted business partners who can align performance solutions with strategic organizational goals, ultimately driving productivity, efficiency, and a sustainable competitive advantage. This is an essential skillset for any professional dedicated to unlocking true human potential and achieving significant organizational impact.

## Target Audience / This training course is suitable for:

- Human Resources Managers and Business Partners.
- Learning and Development (L&D) Professionals.
- Organizational Development (OD) Practitioners.
- Internal and External Consultants.
- Department Heads and Line Managers.
- Talent Management Specialists.
- Training Managers and Coordinators.
- Anyone responsible for improving workforce productivity and efficiency.

## Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Information Technology and Telecommunications.
- Oil and Gas Industry.
- Governmental and Public Sector Organizations.
- Non-Profit and Non-Governmental Organizations.

## Target Organizations Departments:

- Human Resources Department.
- Learning and Development Department.
- Training and Employee Development Department.
- Operations Management.
- Quality Assurance and Control.
- Strategic Planning Department.
- Organizational Effectiveness Teams.

## Course Offerings:

By the end of this course, the participants will have able to:

- Conduct a systematic performance analysis to identify critical performance gaps.
- Apply various models like Gilbert's Behavior Engineering Model for root cause analysis.
- Differentiate between skill deficiencies and environmental or motivational barriers.
- Design a comprehensive range of performance interventions, including non-training solutions.
- Develop a compelling business case for proposed performance improvement initiatives.
- Implement change management strategies to ensure successful adoption of solutions.
- Measure the impact and calculate the Return on Investment (ROI) of performance projects.
- Transition from a reactive training provider to a proactive performance consultant.
- Effectively manage stakeholder expectations and build strategic partnerships.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and centered on practical application. We believe that adult learners benefit most from a hands-on approach that connects theory to real-world challenges. This course will utilize a blend of expert-led presentations, dynamic group discussions, and collaborative problem-solving activities. Participants will engage extensively with case studies drawn from various industries, allowing them to analyze complex performance issues in a controlled environment. A significant portion of the course is dedicated to role-playing scenarios, where participants will practice their consulting, interviewing, and feedback skills. Team-based projects will require participants to work through the entire performance consulting cycle, from initial analysis to presenting a final business case. Continuous feedback from the facilitator and peers is a core component, ensuring a supportive and developmental learning atmosphere. This immersive methodology ensures that participants not only understand the concepts of Human Performance Improvement but also leave with the confidence and skills to apply them immediately in their workplace.

## Course Agenda (Course Units):

### Unit One: Foundations of Human Performance Improvement (HPI)

- Introduction to Performance Consulting and HPI.
- The evolution from traditional training to performance improvement.
- Key differences between training requests and performance problems.
- Exploring foundational HPI and Performance Technology models.
- Thomas F. Gilbert's Behavior Engineering Model (BEM).
- The role and core competencies of a Performance Consultant.
- Ethical considerations in performance consulting.

### Unit Two: Systematic Performance Analysis and Diagnosis

- Conducting a thorough front-end analysis.
- Distinguishing between performance analysis and needs assessment.
- Techniques for data collection: interviews, surveys, observations, and focus groups.
- Identifying and defining desired performance outcomes.
- Analyzing the work environment and existing systems.
- Mapping workflows and business processes to identify bottlenecks.
- Effective stakeholder analysis and management.

### Unit Three: Root Cause Analysis and Solution Selection

- Moving beyond symptoms to identify true root causes.
- Utilizing tools like the Five Whys and Fishbone (Ishikawa) diagrams.
- Analyzing gaps in knowledge, motivation, and organizational support.
- Generating a wide range of potential performance solutions.
- Matching appropriate interventions to identified root causes.
- Designing non-training solutions: job aids, process redesign, feedback systems, and incentive changes.
- Cost-benefit analysis of potential solutions.

## Unit Four: Designing and Developing Performance Interventions

- Principles of instructional and non-instructional solution design.
- Developing effective job aids and performance support tools.
- Structuring feedback and coaching programs for maximum impact.
- Change management principles for successful implementation.
- Creating a comprehensive implementation and communication plan.
- Gaining buy-in and sponsorship from key leaders.
- Piloting interventions and gathering feedback for refinement.

## Unit Five: Evaluating Performance Impact and Proving Value

- Introduction to evaluation models: Kirkpatrick, Phillips ROI, and Brinkerhoff's Success Case Method.
- Developing a robust measurement and evaluation strategy.
- Isolating the effects of the performance intervention.
- Calculating the Return on Investment (ROI) and presenting findings.
- Building a compelling business case for performance improvement.
- Communicating results to senior leadership and stakeholders.
- Establishing a cycle of continuous performance improvement.

# FAQ:

## Qualifications required for registering to this course?

There are no requirements.

## How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an organization effectively shift its cultural mindset from a 'training-first' solution to a systemic 'performance-first' approach to problem-solving?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the theoretical underpinnings of performance improvement to focus on the practical, real-world application of consulting skills. While many programs cover HPI models, our curriculum emphasizes the development of the business acumen and strategic partnership capabilities essential for a successful performance consultant. We dedicate significant time to mastering front-end analysis and root cause diagnosis, ensuring participants learn to resist the common pressure to jump to a predetermined training solution. The course's unique value lies in its holistic and systemic perspective, teaching participants to analyze performance within the entire organizational ecosystem, considering factors from process design and resource availability to leadership support and incentive structures. Rather than just presenting a toolkit, we cultivate a diagnostic mindset. Participants leave not only with knowledge of various interventions but with the critical thinking skills to select, design, and measure the right solution for the right problem, thereby demonstrating tangible value and a clear return on investment to their organizations.