

## “How to quantify performance gaps and prove the value of HR and L&D investment”

For Internal HR and L&D Consultants, Business Partners who want to build their credibility, influence and effectiveness

Great hints and tips, Practise and feedback invaluable –  
*Angela*

Good practical skills practise based workshop. Pragmatic style very interactive flexible  
– *Mark*

## The tutor

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Nigel Harrison is a Chartered Business Psychologist and author of Kogan Page “Improving Employee Performance” and “How to be a True Business Partner by Performance Consulting”. The process is used by **Thomson Reuters, AstraZeneca, Xerox** and **HSBC**.

## Aim

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The aim of the two days is to build the consultant’s skills and effectiveness in analysing client’s performance problems and proposing effective solutions. The workshop is designed on adult learning principles so there will be plenty of practise, opportunities to reflect and relate and personal feedback to help you develop your skills.

## Outline

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### Pre-workshop

- Joining Instructions and workbook – to work through the process on a real example

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

- Exercises resolve real performance problems – one-to-one 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

### Further development

- Each participant will receive a copy of “Improving Employee Performance”
- Follow up phone conference after 4-5 weeks

**Dates in 2011:** **January** 12, 13 | **April** 6, 7 | **September** 6, 7 | **November** 9, 10

**Venue:** Xerox Northern Training Centre, Welwyn Garden City

**Fee:** £600 plus VAT

**Further Info:** Give me a ring if you would like to know more, **Nigel – 07730 200 311**