



Unlocked Potential

KEY SOLUTIONS FOR MAXIMUM PERFORMANCE

Analyzing Performance Issues

Learning Objectives

By the end of the session, you will:

- Know when there is a performance discrepancy
- Know when training or other interventions are necessary.
- Be able to apply the learning to a real life example

Why Do You Think Training is Needed?

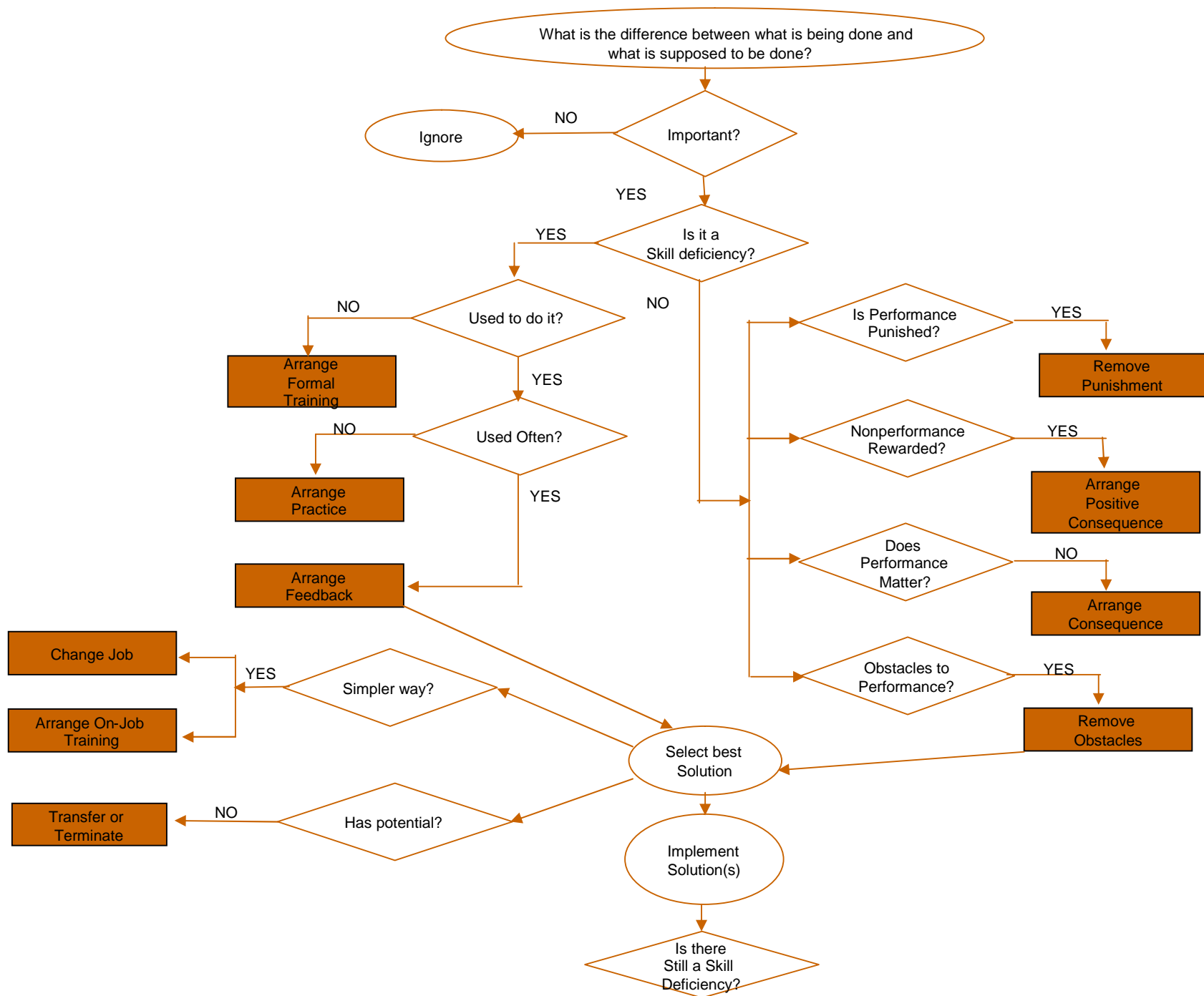
- Quick Fix
- General application vs. Individual
- One size fits all
- No coaching follow-up
- Does not address the “can do” vs. “will do” dichotomy.

Shortcomings of Some Training Programs

- Attended by people of many different jobs and skill sets.
- Does not address attitude issues.
- Too much creativity and not enough learning
- Does not accommodate skill transfer

The keys to Maximum Performance

- Identification of the performance discrepancy
- Could the person do the task in question if their life depended on it?
- Using the most effective intervention
- Learning transfer
- Measurement
- Feedback



Balanced Feedback

- 3 to 1 rule
- “I” not “you”
- Be specific

Development Plan

Specific

Measurable

Action Driven

Realistic

Time driven



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