

# PERFORMANCE CONSULTING MASTERCLASS

Helping you move from  
a provider of training  
to a trusted business  
performance consultant



## UNDERSTAND THE TRUE BUSINESS NEEDS BEHIND SOLUTION REQUESTS

Find out what is really wanted from the business. Learn how to assess performance issues and gaps, and link performance solutions with business objectives.



## BUILD EFFECTIVE SOLUTIONS THAT DELIVER BUSINESS RESULTS

New tools to help you design integrated solutions that close performance gaps and leverage existing organisational initiatives.



## IMPROVE COMMUNICATION AND BUILD TRUST

Promote organisational support of performance improvement. Get templates and guidance on how to implement your plans in an organised, influential manner.



## BECOME A TRUSTED BUSINESS ADVISOR

Move away from being a training 'order-taker' to become a respected business consultant with a track-record of building solutions that positively impact performance.



## DEMONSTRATE AND MEASURE ROI

Learn simple techniques that will allow you to track your results and show return on investment and improved business metrics.



*"... well structured, pacy and jam-packed with tools, examples and a hands-on case study. The performance consulting masterclass made it easy to translate course learnings into clear actions and objectives, and showed how to tackle the shift from 'course factory' to 'performance consultant'. I would highly recommend PCM to anyone aiming for L&D to create tangible value for their organisation.*

**Mary Pizzey - Head of L&D,  
Clarasys**



*"... I came away with some very specific learning points that I have already applied to 'real world' client engagements with immediate results. The toolkit has helped me to be much more focused on client performance aims with the bonus of learning the overall engagement process, transforming into a value-added experience for both parties. I would have no hesitation recommending this course to others as I feel it contains very relevant theoretical and practical tools which would be useful to both L&D Practitioners and Leaders alike.*

**Andy Cree - Managing Director,  
Malvern Training**

# HOW DOES THE MASTERCLASS WORK?

The Performance Consulting Masterclass is a two-day workshop using exercises, discussions and activities to develop the skills HR and L&D professionals need for a performance consulting role.

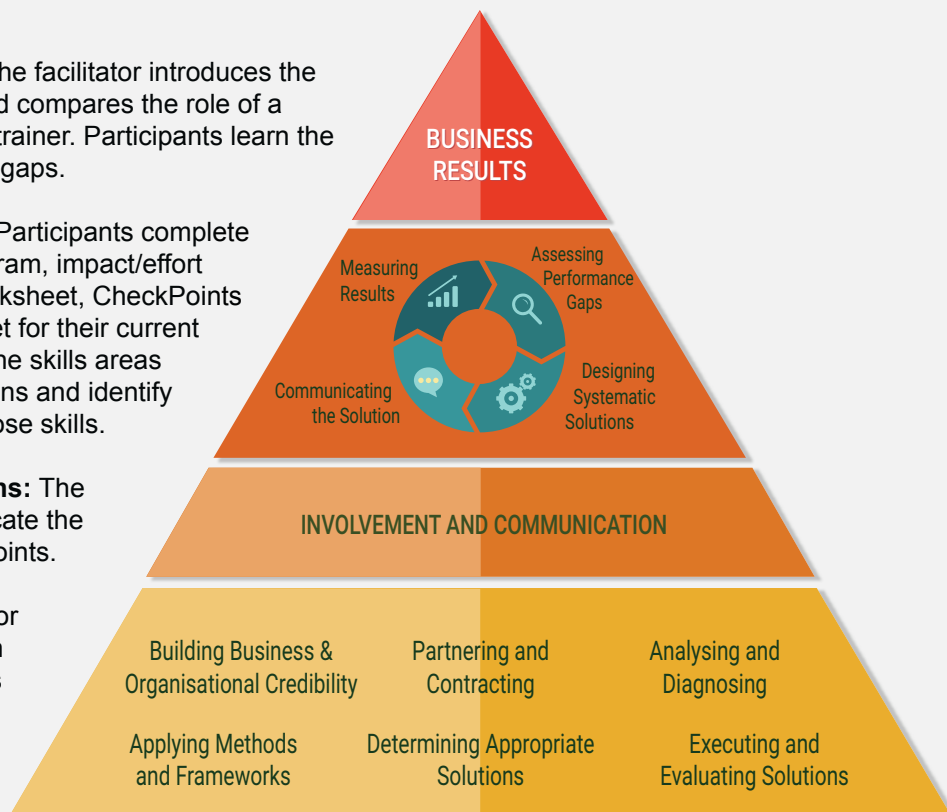
## Day One

**Performance Consulting Defined:** The facilitator introduces the concept of performance consulting and compares the role of a performance consultant with that of a trainer. Participants learn the factors that contribute to performance gaps.

**Designing Performance Solutions:** Participants complete a process map, cause-and-effect diagram, impact/effort grid, Identifying Related Initiatives worksheet, CheckPoints worksheet, and Involvement worksheet for their current business situation. They next review the skills areas related to designing systematic solutions and identify personal development activities for those skills.

**Implementing Performance Solutions:** The facilitator introduces how to communicate the solution using guidelines and CheckPoints.

**Simulation Preparation:** The facilitator introduces and distributes a simulation for the participants to use in their skills practice session.



## Day Two

**Simulation Analysis & Presentations:** In small groups, participants work through the performance consulting process and apply their knowledge, skills and tools to the simulation. They then present their analysis of the simulation and receive feedback from the facilitator and other participants.

**Individual Development Plans:** Using assessments and developmental activities identified throughout the workshop, participants develop individual plans to enhance their performance consulting skills.

### Masterclass Details

- Target audience: HR and Learning & Development professionals.
- Session length: Two full days
- Learning formats: Classroom
- Pre-requisites: None, but there is some optional pre-work
- Group size: 6 – 12 people



Delegates who successfully complete the masterclass are awarded the PCM Certification and permitted to use, display and share the official PCM digital badge.