Learn how to leverage ATD’s practical human performance improvement (HPI) model to reach peak effectiveness.

Improving human performance is at the heart of talent development. Discover how to work with your clients to articulate their business goals, link goals to human performance, diagnose their organization’s current state of performance, identify root causes of performance gaps, implement appropriate solutions, and evaluate results.

Experience performance consulting in practice for an up-close look at managing the change that accompanies solutions. Jumpstart your move to a performance improvement mindset today.

Our Improving Human Performance Course Model

**Determine Desired Performance**
- **Business Analysis:** Identify goals, roles, and project details.
- **Performance and Key Performance Analysis:** Identify organizational, managerial, and key performance perspective on critical outcomes.

**Influence Analysis**
- Identify the positive and negative influences on performance at the organizational, process, and performer levels.

**Solution Selection**
- Assess and prioritize possible solutions based on ability to close the gap.

**Solution Planning and Implementation**
- Plan the implementation and successfully roll out the solution.

**Evaluation and Results**
- Ensure the quality of the solution and has desired impact on the organization.

**Manage Change Influences**
- Help the organization adapt to the changes triggered by the solution.
Derived From ATD Research, Backed by Our Competency Model

ATD’s Improving Human Performance Certificate program follows the key knowledge and actions successful trainers must have to meet business needs, as defined by research.

Learn how to use the Human Performance Improvement (HPI) process, a proven approach to improving performance, to help your stakeholders create bottom-line results.

In this program, you will:

• Learn to better analyze your business needs and gaps so you can focus on business goals.
• Understand your organization’s strategic priorities and how to use those priorities to guide your decisions.
• Apply analysis models to determine human performance gaps and outline a strategy for addressing their root causes.

After this program, you will be able to:

• Describe the three principles that underlie HPI.
• Explain the relationship between the steps in the HPI process.
• Describe approaches to evaluate the impact of solutions.
• Outline a strategy for addressing the root causes of performance gaps.

Related Learning Offerings

ATD Certified Professional in Learning and Performance (CPLP) Credential
Demonstrate that you have the highest level of knowledge in the field by becoming a CPLP.

ATD Master Performance Consultant™ Program

Change Management Certificate
Become a change leader, facilitator, and communicator.

Consulting Skills Certificate
Build your credibility as a trusted consultant.

Facilitation Skills Certificate
Increase your professional credibility with advanced-level facilitation skills.
Improving Human Performance Certificate
Enhance performance with a systematic and results-based approach driven by business needs.

COURSE OVERVIEW

INTRODUCTION

Introduction
• Most Challenging Job Activity
• Outcome: An Important Concept
• What Is Human Performance Improvement?

Module 1: The HPI Mindset
• Six Primary Influence Areas
• What Do I Need to Improve Performance? Activity
• Principle 1: HPI Uses a Results-Based Approach
• Principle 2: HPI Focuses First on Outcomes, Not Behavior
• Measuring Outcomes Activity
• My Job Outcomes Activity
• Principle 3: Organizations Are Systems
• Be a Systems Thinker Activity

Module 2: The HPI Model
• Benefits of Using a Model
• The Performance Chain
• The HPI Model: Introduction
• Business Analysis Phase
• Performance and Key Performer Analysis Phase
• Example: The Pest-Free Zone
• Influence Analysis Phase
• HPI Phases, Part 1 Activity
• Solution Selection Phase
• Solution Planning and Implementation Phase
• Evaluation Phase
• Change Management Phase
• HPI Phases, Part 2 Activity
• Your HPI Elevator Speech Activity
Module 3: Implementing the HPI Model

- Analysis Models and Methodologies
- Performance DNA Methodology
- Business Analysis Tip: Conducting the Project Start-Up Meeting
- Performance Analysis Tip: Look for Two Kinds of Gaps
- Performance Analysis Tip: Performance DNA Methodology
- Performance Analysis Tip: Key Performer Selection
- Tools and Techniques for the Analysis Phases
- Tools and Techniques for the Analysis Phases: Map It! Activity
- Solution Phases: Solution Trees Activity
- Evaluation Phase Tip: Console of the HPI Evaluation Process
- Evaluation Phase Tip: Use an Established Approach
- Tools and Techniques for the Evaluation Phase
- Tools and Techniques for the Evaluation Phase: Quotations Game Activity
- Change Management Phase Tip: Use a Model
- Tools and Techniques for Change Management
- Change Management: Quotations Game Activity
- Case Study: SOS Case Study: An HPI Experience

Module 4: Where Do I Go from Here?

- Asking and Answering
- What Have You Learned? Activity
- From Learning to Action

Additional Tools and Resources

- Classic Models for Analyzing Human Performance and Performance Review
- “Say Goodbye to the Blame Game,” Michael Laff, TD Magazine
- “A Tale of Two Goals, Ethan Sanders,” TD Magazine
- Case Study: Shipping Overnight Services Inc., dba SOS
- “Measuring Return on Investment Fact, Fad, or Fantasy,” Jack Phillips, TD Magazine
- “ROE’s Rising Star: Why Return on Expectations Is Getting So Much Attention,” James and Wendy Kirkpatrick, TD Magazine

What Participants Are Saying

“The real-world experiences of the facilitator, other participants, and case study exercise allowed me to immediately apply what I learned in this program to my work environment. I had many lightbulb moments during the class.”

—Elizabeth Vance
Improving Human Performance Certificate Participant
RESOURCES SAMPLE

**Change Management Phase Tip:**

**Use a Model!**

- A change management model guides you through the transition from a current state to a future state. ATD’s Change Management Model is an example.
- Projects with excellent change management are six times more likely to meet or exceed project objectives.¹
- Using a good change management model helps you stay on schedule and budget.

**ATD’s Change Management Model**

Why Choose ATD As Your Professional Development Resource?

Over the last 75 years, our mission has been to empower talent development professionals with the knowledge and skills they need to be successful and remain competitive. We accomplish this by providing learning that sticks and leads to measurable results in your on-the-job performance.

What You Can Expect From an ATD Course

✓ Research- and competency-based learning with applied adult learning principles
✓ Hands-on practical activities
✓ An engaging environment that builds confidence and makes learning personally relevant
✓ Actionable take-home materials to ensure real application back at work

Register Online

• Visit www.td.org/improvinghumanperformancecert.
• Choose your preferred dates and times.
• Click Enroll.
• Follow the cart and checkout prompts.

Register by Phone or Get a Consultation

Not sure what to take? Call a professional development specialist to help you enroll. They can give you course recommendations based on your learning goals and your role.

Call: 855.404.2783
Visit: www.td.org/learningpath

Register a Team/On-Site Training

Interested in bringing a course to your company as an on-site learning event?

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Email: enterprise@td.org

We Are Here to Help You and Your Team Learn, Grow, and Improve!