

Performance Improvement Consulting Course Syllabus

Instructor:

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On-line www.closegroup.org/moodle/

A) Workshop Description: Strategic Performance Improvement Consulting is a 5 week workshop for those ready to attain the strategic performance consulting mindset so critical in today's business climate. This workshop is designed to immerse participants in a learning experience that models the techniques used by organizational development experts. Workplace examples and case studies engage participants as they learn the process of performance improvement and its critical role in achieving strategic initiatives. Participants will be given opportunities to apply the skills of performance consulting and the techniques introduced in this workshop to diagnose performance improvement opportunities and arrive at strategies and action plans aimed at achieving organizational, process and individual success.

B) Workshop Objective: The objective of this workshop is to distill the essence of being a performance improvement consultant and instill an eye for seeing the critical linkages between achieving organizational, process and individual success.

C) Student Expectations: Participants are expected to attend each on-line class session. Participants are also expected to complete and turn in all of the application exercises.

Students will receive a certificate of completion for successful completion of the course.

Class participation:

- Evidence of careful preparation and submittal of assignments along
- Clarity and conciseness of recommendations.
- Assignments due on the assigned date.

Assignment #1: Situation Analysis

Submit a situational analysis of current organizational status.

Assignment will include:

- Background information
- Change readiness (business need, buy-in, culture)
- Reality and desired state (include metrics)
- SWOT analysis
- Probable causes
- Plan for how student will proceed with project
- How this situation impacts or links to organizational success

Assignment #2: Cause Analysis and Solution Options

Utilizing a scientific methodology

- Conduct root cause analysis
- Determine possible infrastructure solutions
- Present in report format

Assignment #3: Create an action plan for change and metrics

Assignment #4: 1 page memo "lessons learned"

E) Text and/or Required Reading List:

Cutting edge articles and readings to be provided through e-links and direct postings within the on-line course.

Performance Improvement Consulting Course Outline

Date	Topic	Assignment
Session 1	<ul style="list-style-type: none"> • Organizational distress to success Performance improvement consulting and its role in identifying performance gaps and aligning infrastructures. • Knowing the business, the environment and building sponsorship as an “internal consultant” 	Decide on a project
Session 2	<ul style="list-style-type: none"> • Scientific methodology meets strategic performance improvement consulting • The art of analysis (how, when, where, why) 	Assignment #1
Session 3	<ul style="list-style-type: none"> • Creating a strategically aligned plan of action • Obtaining executive leaderships buy-in when the culture must change to achieve the goal. 	Assignment #2
Session 4	<ul style="list-style-type: none"> • Effectively managing a culture and leadership change. 	Assignment #3
Session 5	<ul style="list-style-type: none"> • Measuring and celebrating success • Maintaining momentum to achieve strategic change 	Assignment #4