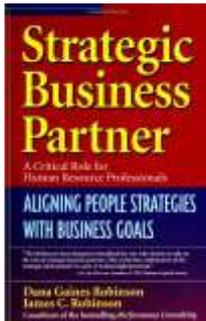


# Performance Support Symposium 2012

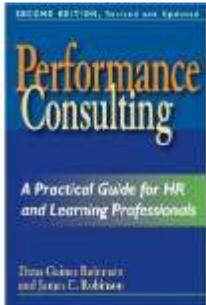
Lost in Translation: Session participants will learn how to become proficient at translating performance support language like “on-demand” and “moment of need” into the language of your business, such as “productivity gains,” “increased customer satisfaction,” and “reduction in costs.” You must help the business understand when PS is appropriate, and, perhaps even more importantly, when it is not the answer. You’ll learn how to ensure that you and your stakeholders are speaking the same language and supporting the same goals.



## **Strategic Business Partner: Aligning People Strategies with Business Goals**

by Dana & Jim Robinson

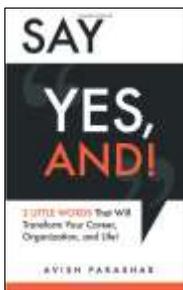
This practical book provides a model for being an effective strategic business partner (SBP). The Robinsons describe the key critical to success as an SBP. They describe the three accountabilities SBPs must accomplish: access to those accountable for achieving business results; credibility with clients; and trustworthiness for delivering results, working with integrity, and supporting the organization's values.



## **Performance Consulting: A Practical Guide for HR and Learning Professionals**

by Dana & Jim Robinson

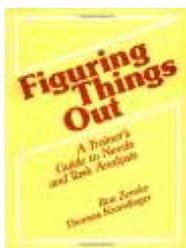
In this updated edition, Dana and Jim Robinson provide both a robust conceptual framework and improved tools and techniques to help the reader move from the traditional role to that of a Performance Consultant. They show readers how to work with management to identify the performance required to achieve business goals and assist management in taking actions needed for performance to change..



## **Say “Yes, And!”: 2 Little Words That Will Transform Your Career, Organization, and Life!**

Avish Parashar

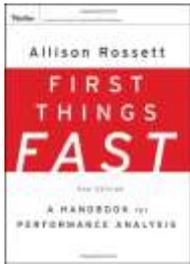
Every new project (or idea, or relationship, or impulse) represents a moment in time. Too often, people talk themselves out of taking advantage of those opportunities by saying, “yes, but” to themselves, to their co-workers, and to themselves.



## **Figuring Things Out: A Trainer’s Guide to Needs & Task Analysis**

Ron Zemke & Thomas Kromlinger

This book gets you started with the rationale and tactics for conducting a “Figuring Things Out Study” and helps you formulate a performance model. It also explains in detail the techniques and procedures, complete with examples of how they work and matching techniques with problems. Based on the successes and failures in the authors’ own experiences, this section presents factors—political, strategic, tactical, and technical—that you will have to consider in deciding which technique is appropriate for which problem



## **First Things Fast: A Handbook for Performance Analysis**

*Allison Rossett*

This classic provides guidelines for HR and Training professional on how to quickly determine performance needs before investing precious time and resources. When trainers, consultants, and problem-solvers need to figure out what's wrong with an organization--and they need a solution fast--they need this book.

### **Online:**

---

#### **“Performance Consulting: The Art and the Science”**

**[PDF]** by Dana Gaines Robinson and James C.

*Robinson*

<http://wed.siu.edu/faculty/manderson/WED560/Performance%20Consulting.pdf>

#### **What Is Performance Consulting, & Why Do It?**

[http://www.exemplaryperformance.com/wp-content/uploads/2010/10/PC\\_2ndEd\\_INTRO.pdf](http://www.exemplaryperformance.com/wp-content/uploads/2010/10/PC_2ndEd_INTRO.pdf)

---

**SixBoxes.com:** A plain English approach to understanding and improving human performance  
<http://www.sixboxes.com/Six-Boxes-Model.html?>

#### **GAP ZAPPER Categories [PDF]**

<http://www.partners-in-change.com/newsite/gaps/ZapCategories.pdf>

#### **“Review of Joe Harless – Front End Analysis and the 13 Smart Questions”**

<http://bit.ly/13smartquestions>

#### **Elearning Coach “Using the 5 Moments of Need to steer stakeholders in the right direction**

<http://bit.ly/5MomentsSteer>

---

#### **Gary Wise “Covert Consulting: A Survival Competency for Today’s Training Organizations”**

<http://bit.ly/covertconsulting>

#### **Will Thalheimer: “Stealth Messaging for Chief Learning Officers (and other learning executives)”**

<http://bit.ly/StealthMessaging>

---

**Mike Taylor | [t.mike.taylor@gmail.com](mailto:t.mike.taylor@gmail.com)**

<http://tmiket.wordpress.com>

@tmiket