

Performance Problem Solving: Improving Performance by Influencing People

Builds skills to help people solve problems, improve commitment, and strengthen working relationships.

Overview

This program builds concrete tools for solving the kinds of problems that undercut performance. Key to the success of this program is its use of systems thinking and a decision model rather than action steps. Participants learn to diagnose the causes of performance problems and to respond to what they have learned. This approach allows participants to go beyond simple listening, communication, and feedback skills to deal with the tough business problems that make a difference to the bottom line.

Objectives

Participants are able to:

- Confront performance problems without creating defensiveness
- Diagnose whether problems are due to ability (internal skills or external obstacles) or motivation (person doesn't understand the impacts or doesn't care about them)
- Resolve motivation problems-explain the reasons behind priorities and get the other person to explain the reasons behind their different priorities
- Resolve ability problems-seek input, establish criteria, evaluate options
- Involve managers, peers, customers, suppliers and employees in participative problem solving
- Set clear action plans and follow-up times
- Use a range of listening skills to reduce anger and defensiveness
- Use positive reinforcement to build and support performance

Tailored to Schedules and Participant Needs

There are two standard versions of Performance Problem Solving, each designed to work optimally within a different set of time parameters. In addition, custom versions to meet customers' exact needs are available.

“One-Day” Program

This version is designed to be trained in a single day, and includes a three-hour optional session that covers additional advanced skills and can be trained at a later time. This is the program to use when you're bringing participants together for a single day.

Five “Two-Hour” Sessions

This version is designed to be trained in 5 two-hour sessions held about a week apart. Having a week between sessions gives participants time to practice and consolidate their skills.

Other Versions: Tailored for Specific Customers

Interact has tailored versions to meet the specific needs of a particular customer that fit a variety of different time constraints and integrate with a variety of different skill sets. Performance Problems Solving has been integrated together with programs from AchieveGlobal, Alamo, Blanchard, Covey, DDI, and Kepner-Tregoe. It has also been integrated into a wide variety of in-house training programs.

For additional information contact us.