



Presents

# Building Competencies for A High Performance Workplace



## The best of William J. Rothwell LIVE!

- Author of best selling and award winning books with over 60 internationally published titles
- President, Rothwell & Associates; World renown consultant; Professor, Pennsylvania State University
- Heading the #1-ranked graduate program in HRD in the USA
- Chairman (PRC) of American Society of Training & Development (ASTD)



## Using KPI's to Achieve Human Performance Improvement

A transformational two-day workshop  
By William J. Rothwell, Ph.D, USA

September 3rd & 4th 2007,  
Sheraton Hotel & Towers, Karachi

### Key Benefits

- ✓ Learn from the world's best to build competencies for performance improvement
- ✓ Gain a cutting edge toolkit that supports effective implementation of what is learned
- ✓ Perform a real action project that can produce improved bottomline results
- ✓ Enable a High Performance Workplace where Key Performance Indicators (KPIs) are constantly achieved

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Personal Message from

# William J. Rothwell, Ph.D

Dear Participants,

This is my first visit to Pakistan - a land of rich cultural heritage values and emerging business opportunities. It gives me immense pleasure to deliver this highly knowledgeable and enriching workshop on “Building Competencies for a High Performance Workplace”.

Key Performance Indicators or KPIs has become a buzzword, it allows you and your organization to define its critical success factors and be clear about the progress you are making towards realizing important goals.

But it's not good enough to have KPIs, the critical challenge is to do the right thing to create a High Performance Workplace where KPIs are constantly achieved.

Mastery of Human Performance Improvement (HPI) will ensure the way to seeing the bigger systemic issues and provide good understanding of the complexities, problems and solutions associated with achieving the kind of result that you wish for.

Can you solve all the problems with people that you see in your organizations? If you cannot, then you need HPI. It gives you the tools and techniques you need to solve real problems in real time!

This 2-day transformational workshop will provide you with the latest methodology on HPI that is imperative for you to improve performance, constantly achieve your KPIs and build competencies for a High Performance Workplace.

For best results, come and join this workshop with your team of people who will have to manage and deliver better performance. Further coaching and consulting solutions are made available for teams who are committed to continuous learning and improvement for breakthrough results.

I look forward to seeing you at the coming event and to work with you on building a sustainable High Performance Workplace so that you will continuously achieve your KPIs.

William J. Rothwell, Ph.D, USA

# William J. Rothwell, Ph.D

William J. Rothwell, Ph.D., SPHR, is President of Rothwell and Associates, Inc. He is also Professor of Human Resource Development at the Pennsylvania State University, heading the #1-ranked graduate program in HRD in the US.

As a consultant he has worked with over 30 multinational corporations. Dr. Rothwell has worked in the Performance, OD and HR field since 1979 and has authored, co-authored, edited and co-edited over 60 books and many best sellers.

Among his most recent publications are:

- ★ ASTD Models for Human Performance Improvement: Roles, Competencies, and Outputs
- ★ Human Performance Improvement- Building Practitioner Competence- 2nd Edition
- ★ ASTD Models for Workplace Learning and Performance  
Workplace Learning & Performance Roles:
  - The Analyst
  - The Evaluator
  - The Intervention Selector, Designer, Developer & Implementer
  - The Manager and The Change Leader
- ★ Practicing Organizational Development
- ★ Beyond Training and Development: The Groundbreaking Classic on Human Performance Enhancement.
- ★ Career Planning and Succession Management: Developing Your Organization's Talent - for Today and Tomorrow
- ★ Effective Succession Planning -3rd edition
- ★ The Strategic Development of Talent
- ★ Competency-Based Human Resource Management
- ★ What CEOs Expect From Corporate Training
- ★ Improving On-The-Job Training- 2nd ed.
- ★ Linking Training to Performance: A Guide for Workforce Development Professionals
- ★ Mastering the instructional design process
- ★ Planning and Managing Human Resources- 2nd edition
- ★ The Workplace Learner: How to Align Training Initiatives with Individual Learning Competencies

Dr. Rothwell was National Thought Leader for a Linkage-DDI sponsored study of 18 multinational corporations that examined corporate best practices in succession planning and management. His bestselling book 'Effective Succession Planning: Ensuring Leadership Continuity and Building Talent from Within', 3rd ed. (New York: Amacom, 2005) is regarded by some as the 'corporate bible' on succession management practices.

Dr. Rothwell has been very active in the American Society of Training and Development (ASTD). He was Chair of the Publishing Review Committee for several years, has served as Chapter President for two ASTD local Chapters, has served on the ASTD National Awards Committee, the ASTD dissertation awards committee, and the ASTD research article of the year Committee. He was chief investigator for two ASTD competency studies-ASTD Models for Workplace Learning and Performance (1999) and ASTD Models for Human Performance Improvement (1996; 2000). He was also an investigator on the most recent ASTD competency study Mapping the Future (2004).





## Introduction

Human performance improvement (HPI) 'is the systematic process of discovering and analyzing important human performance gaps, planning for future improvements in human performance, designing and developing cost-effective and ethically justifiable interventions to close performance gaps, implementing the interventions, and evaluating the financial and non financial results'.

This workshop enables participants to understand and apply Human Performance Improvement (HPI). It equips future leaders and aspiring leaders with the advanced competencies they need that are essential to analyzing performance, selecting, planning, implementing and evaluating key performance improvement interventions so as to create a High Performance Workplace (HPW) where Key Performance Indicators (KPIs) are constantly achieved.

## Objectives

- ✓ Define High Performance Workplace (HPW).
- ✓ Describe the steps in assessing and making your organization closer to a HPW.
- ✓ Define HPI and Performance Consulting. Identify areas in which the participant has development needs in HPI and discuss how to meet those needs using a systematic step by step approach.
- ✓ Review and apply approaches to analyzing human performance problems and human performance improvement opportunities and find ways to address the root causes of problems.
- ✓ Review and apply general and specific approaches to selecting, planning and implementing appropriate HPI interventions including managing the change process to address identified human performance problems or improvement opportunities and issues associated with various deficiencies and root causes.
- ✓ Compare between HPI Consulting and Organizational Development (OD) practices and philosophies.

## Who Should Attend

Professionals and Leaders who hold the most important duty of ensuring performance improvement, achievement of KPIs and building a high performance workplace, Senior and Top Business Officials, HR & OD Professionals, Internal and External Consultants, Senior Executives and Managers, Trainers, Educators and Researchers.

## Learning Materials & Cd-rom Toolkit

Participants of this Mega Guru Event will receive learning materials and a toolkit of resources from Dr. Rothwell for doing practical work in their organizations.



# Program Agenda

## Day 1 September 3rd, 2007

### Introduction

- Program purpose, objectives and organization/structure
- Participant objectives
- Icebreaker: What issues does your organization face with performance improvement

#### What is High Performance Workplace (HPW)?

- A. Define HWP
- B. The steps in assessing your organization as a HPW
- C. The ways to making your organization closer to a HPW

#### What Is Performance and KPIs?

- A. Defining the term
- B. Relationship between performance and strategy
- C. Activity on performance
- D. Debrief of the activity
- E. Activity on factors affecting performance and KPIs
- F. Debrief of the activity

#### What Is HPI and Performance Consulting and how does it differ from Training and Development?

- A. Defining HPI and Performance Consulting
- B. Reviewing rigorous approaches to training and development design
- C. Activity on rigorous approaches to training and development design
- D. Debrief of the activity
- E. Assessing the roles competencies and outputs required for HPI and Performance Consulting and comparing them to the competencies required for training & development
- F. Activity on HPI
- G. Debrief of the activity
- H. Identifying the connection between HPI and the attainment of KPI's and building a HPW

#### How can HPI be Applied in your Workplace?

- A. Identify areas in which the participant has development needs in HPI
- B. Discuss how to meet those needs using a systematic step by step approach.

#### What Is Performance Analysis, and How Is It Applied?

- A. Defining the terms performance analysis and cause analysis
- B. Describing a performance analysis model
- C. Activity about the model
- D. Debrief of the activity
- E. Case study about the model
- F. Debrief of the case study
- G. Critical incident process on the model
- H. Debrief of the critical incident process
- I. Describing another performance analysis model
- J. Developing your own performance analysis model
- K. Debrief of the activity

## Day 2 September 4th, 2007

### How Are Appropriate Solutions/Interventions Selected and Implemented?

- A. Defining intervention
- B. Types of interventions
- C. Approaches to selecting interventions
- D. Separating problems from symptoms
- E. Case 1 on selecting interventions
- F. Debrief of Case 1
- G. Case 2 on selecting interventions
- H. Debrief of Case 2
- I. The importance of change management and communication strategy in performance consulting
- J. Crafting and implementing the change and communication strategy
- K. Activity on managing change and communication strategy
- L. Debrief of the activity

### How Is Performance Measured?

- A. Defining measurement and distinguishing it from evaluation
- B. Introducing measurement approaches
- C. Establishing baselines
- D. Activity on establishing baselines
- E. Debrief of the activity
- F. Measuring during interventions
- G. Measuring after interventions
- H. Feeding back results and maintaining an impetus for change

### How Are Interventions Evaluated?

- A. Defining evaluation
- B. Importance of evaluation
- C. Approaches to evaluation-ROI or scorecards?
- D. Case 1 on evaluating interventions
- E. Debrief of the case
- F. Case 2 on evaluating interventions
- G. Debrief of the case

### How Can You Apply What You Have Learned?

- A. Introducing the Action Learning Model
- B. Introducing the Application Activity
- C. Planning for the Activity
- D. Presenting the Action Project Plan
- E. Next Steps

## Conclusion

- Summary of the program purpose, objectives and organization
- Review of participants' objectives
- Further Questions and answers
- Workshop evaluation

# Building Competencies for A High Performance Workplace

3rd-4th September 2007 | Sheraton Hotel & Towers, Karachi | Timing 9:00 am to 5:00 pm

## Registration & Payment Options

- E-mail or Fax your nomination(s) to:  
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## Registration Note

Participation will be confirmed subject to receipt of payment.

## Cancellations

At least 10 working days prior to the course will be refunded in full. If a booking is cancelled 10 to 7 working days before a course, a Cancellation Fee of 25% of the course fee is payable. For cancellations made within 7 working days, no refunds can be given. Cancellations must be confirmed by letter, fax or email. Substitutions may be made at any time. Notwithstanding the above, delegates may transfer to another Octara course within the next 12 months. In the event of unforeseen circumstances, Octara reserves the right to cancel or postpone the event.

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\*Octara reserves the right to change courses, dates, content or method of presentation.

## Program Fee (Per participant)

# Rs. 29,500/-

Includes Learning Materials & Cd-rom Toolkit,  
Octara certificate, lunch, refreshments &  
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