



You're Killin' Me, Smalls!

It's another eyeball rolling kinda day. Aren't they great?

And yet *another* manager has come into your office, with his pants on fire, demanding you re-train his folks who you just trained last month. Sigh...

The funny thing is that they all were able to perform *competently* in the learning environment.

It's clearly *not* a training issue, but how do you get this bug-eyed manager standing in front of you to see that?

The first thing we need to realize is that this is a ***teachable moment***.

The person standing in front of you is obviously at the end of his knowledge about how to address non-performance.

Remember, most managers are promoted because they are good at doing a *thing*, not necessarily because they are good at managing performance.

Where do you begin? Start by asking questions like:

- *What should they be doing that they are not currently doing?*
- *What is the value of this non-performance, i.e. is it important?*
- *Have they ever been trained how to do it?*
- *How was this training reinforced back on the job?*

These are all questions that will help you help that manager uncover the cause of the non-performance and start to arrive, together, at some solid solutions to address it.

Remember, solving non-performance is really simple: there are only two reasons why employees don't do something. Either they don't *know how to* do it or they *don't want* to do it. Or it could be a combination of both. Simple, eh?

Solving non-performance, however, is not always the easiest. It requires good consultative skills, a collaborative spirit and the willingness to push back and not be so helpful – something that is often counter to our L&D nature!

For more information and skill building on taking a **consultative approach** in your role, please click below on the resources we have crafted especially for you:

Certified Performance Consultant (CPC): Transition to Performance Consulting
Four, 3-hour VILT sessions starting November 6, 2018

Certified Training Manager (CTM):
Manage the Training Function for Bottom Line Results
Four, 3-hour VILT sessions starting April 2, 2019

Certified Training Coordinator (CTC):
A Consultative Approach to Coordinating the Training Function
Four, 3-hour VILT sessions starting October 16, 2019

Time to stop your eyeball rolling and get your clients up to speed on managing performance!

Cheers,

Team M&M
Maria Chilcote & Melissa Smith
Managing Partners



The Training Clinic
thetrainingclinic.com
info@thetrainingclinic.com
800-937-4698

