



Grab the BIG Box of Band Aids!

Ugh.

You've got that feeling again.

You know, that nagging feeling in the pit of your stomach when managers come to you requesting a training program to solve performance problems.

Guess what? That nagging feeling you're experiencing is spot on. It's alerting you that this is probably NOT a training problem and that holding a training session will be like putting a Band-Aid on a gaping wound. It's only a matter of time until the bandage falls off and the performance "wound" is even bigger!

Just so you know you're not losing your mind, here are some typical trigger statements that could alert you that training is not the answer (yes, these are actual statements we've heard from managers):

"My department needs team building training so that everyone respects each other's work."

"My team needs communication training so that they know what's going on."

"I need my department to go through etiquette training so that they treat their peers and our customers nicer."

And my personal favorite:

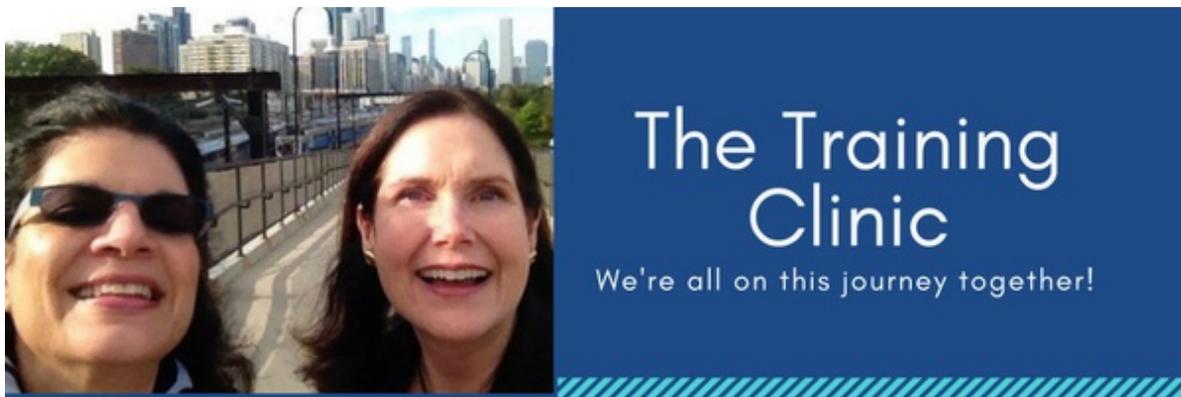
“Please train my team on how to get to work on time.”

We’re not saying that training issues don’t exist. We *are* advocating that you follow up when you suspect there’s a deeper issue covering up what superficially may appear as a “training issue” to managers. Remember, there are two reasons why people don’t perform. They either don’t know how to do something (skill) or don’t want to (will or environment). Sometimes it’s a combination of both. Figuring out the root cause involves conducting a performance analysis. Partnering with management when conducting a performance analysis will help managers identify the cause themselves and most likely suggest a **non-training solution** – who knew they existed? ;-)

For more information about how to conduct a performance analysis and much more, click [HERE](#) and check out our **Certified Performance Consulting (CPC)** program.

Your job as a performance consultant is to do proper triage and throw away that big box of bandages!

Go get'em!



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