



Let's Dance!

Have you ever noticed that Learning/Training and Development departments are the **ONLY** place in the organization where other people feel the need to enter and tell you:

WHAT training will be held

WHEN it will be held

HOW LONG it will be

How much **MONEY** it will cost

WHAT DELIVERY METHOD you will use (virtually, OJT, classroom)

WHO will be there

?????????????!!!!!!###!!!!!!?????????????????!!!!!!###!!!!!!???????????????

Would you **EVER** think of waltzing into the Finance department and *telling them* about the new budget system you have decided they will use?

NO!

Would you **EVER** think of strolling into IT and *informing them* about the new systems software that you have decided they will be implementing?

NO!

Then WHY do we “allow” others to tell US what to do?

We’re in a support function, so we feel the need to be “supportive.”

However, sometimes this "willingness to help" and be supportive gets in the way of the growth and development of our clients so that they can better address their performance problems. The more we "help" by obliging them with training as the only answer, the more they will return to us to fix their performance problems.

**We need to wrap our heads around the fact that it’s okay
to "say no" and also be supportive.**

In taking this approach, you will have transitioned from the role of a trainer/designer to that of a performance consultant!

When taking a performance consulting approach you follow a process when facing these types of encounters of *training as the only answer*– sometimes 72 times a day!

Choosing just the right words to respond with will help you push back gently and begin this process. Here are some great *go to* questions to start with:

What’s going on?

What’s the reason you’re seeking training?

What are your employees doing/not doing that you want them to do differently?

What have you done so far to get the behavior you are looking for?

As you can see, performance consulting is like a dance. You need to gently *push back* and then *pull* your clients through the process so it’s not painful for them. It becomes an opportunity for growth both for them and for their employees.

For more information on transitioning to performance consulting approach, please click [HERE](#) and register to join us for our robust, hands-on certification program:

Certified Performance Consultant (CPC)

Four, 3-Hour VILT Sessions

April 24, 26, 30, May 2

Here’s a highlight of what you’ll learn to do:

- examine, in depth, the steps performance consulting process
- develop skills around the language to use that will yield positive results
- learn to align yourself as a strategic business partner in the organization
- talk financials with the best of them, proving the return on investment for performance interventions

AND, there’s an *amazing* capstone project where you get to actually put these new skills and knowledge into use!

If you don’t have time for a certification program, click [HERE](#) to join us for our upcoming Training Essentials Virtual Mini:

***Need to Work Miracles?
Transition to a Performance Consulting Approach
to Your L&D Function***

Wednesday, April 17th

Noon ET/ 9 am PT

So take a breath and let’s dance!

Cheers,
Team M&M
Maria Chilcote & Melissa Smith
Managing Partners



The Training Clinic

We're all on this journey together!

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

