



## This Lane CLOSED

Ever have one of those days when there's a steady stream of folks in your office requesting training for *NON-TRAINING* issues?

UGH!

It's that kind of day when you wish you had a sign, like at the grocery checkout, that says, "This Lane CLOSED!"

Wouldn't that be *great*? Just send them to someone else's "lane"!

If only it were just that simple...

Wait! It could be.

Well, maybe not *that* simple but there is a more effective way to handle these situations, one that saves your sanity and gives them the best solution to their performance problems: taking a **Performance Consulting** approach!

Performance consulting is a process where (in partnership with management *and* educating them along the way), you help managers figure out the **reason** their people

are not performing the way they should be.

When managers experience non-performance in their people, they come to your “lane” because they are at the end of their knowledge. Training fixes *everything*, right?

Most likely, these folks were made supervisors or managers because they were good at a *task*, not because they were skilled at managing people or their performance.

Performance consulting sets you up to be an ***internal consultant*** in the organization by helping managers determine the cause for non-performance and decide on the best approach (yes, there ARE more ways to address non-performance than *training*) to implement. It saves YOU time and in the long run helps you determine what is best for the organization.

You ***know*** we’ve got your back on this one!

Please check out the resources below that we have crafted especially with you in mind:

***Certified Performance Consultant***  
Four, 3-Hour Virtual Instructional Led Training (VILT) Sessions  
October 16, 18, 22, & 24, Noon ET/ 9 am PT

***How to Get Things Done 101:  
Building Partnerships with Managers & Learners***  
One-Hour Virtual Mini  
September 18th, Noon ET/ 9 am PT

***Need to Work Miracles? Transition to a  
Performance Consulting Approach to Your L&D Function***  
One-Hour Virtual Mini - Available NOW!  
Previously recorded April 17th

So join us on this great adventure of ***Performance Consulting*** and clear your lane!

**Cheers,**

**Team M&M  
Melissa Smith & Maria Chilcote**



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