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## Training Clinic Moments October 2017

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Now, I'm not insinuating that your managers are liars.

BUT, they will wait until their pants are on fire before they come to you screaming that their employees need training.

AND, you know it's not a training issue. But if you disagree with them (here's where the liars part comes in) they become disgruntled and push back.

What is this push back? It's a little dance we like to call the "Push-Pull of Performance Consulting."



### The Push-Pull of Performance Consulting

We've been chatting with lots of folks lately about making the transition within their organization from the role of trainer to that of performance consultant. During these conversations, one question keeps arising: "What do we do when they (the clients) push back on us? We don't want to be unsupportive."

There's a really simple reason behind this behavior... we've TRAINED them to push back!

In most cases when our clients come calling (with their pants on fire) and tell us what type of training they want, how long it will be and when they would like it, we usually comply. We want to make sure we're supporting them, right? Wrong! We're actually stifling their development. Most don't know how to

manage performance. And by following *their* direction (who's the expert on performance here?) we are shortchanging them on the knowledge and skills needed to manage their team's performance.

So, when WE push back and start to inquire about the desired behavior they are seeking and what may be getting in the way of the desired performance (yes, it's most likely NOT a training issue), their initial reaction is to resist because in most cases *training as the answer* is all they know.

This "pushing back" is not a signal for us to acquiesce but rather one to alert us to gently PULL them along with us down the path of the performance consulting process.

So next time you're feeling the "push," remember, don't go along. Instead, do an about face and pull them in the direction of performance consulting by asking them a series of targeted questions and following the consulting process. Everyone will benefit from it – especially the learners. And isn't that what it's all about?

***Want more information about Performance Consulting and how to make the transition from trainer to performance consultant?***

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***Certified Performance Consultant (CPC)***  
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We hope you enjoy, use and share this week's Training Clinic Moment.  
Please keep in touch along your way to competence - we're all in this journey together!

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