

When it Really Matters!

Using Performance Technology for Results

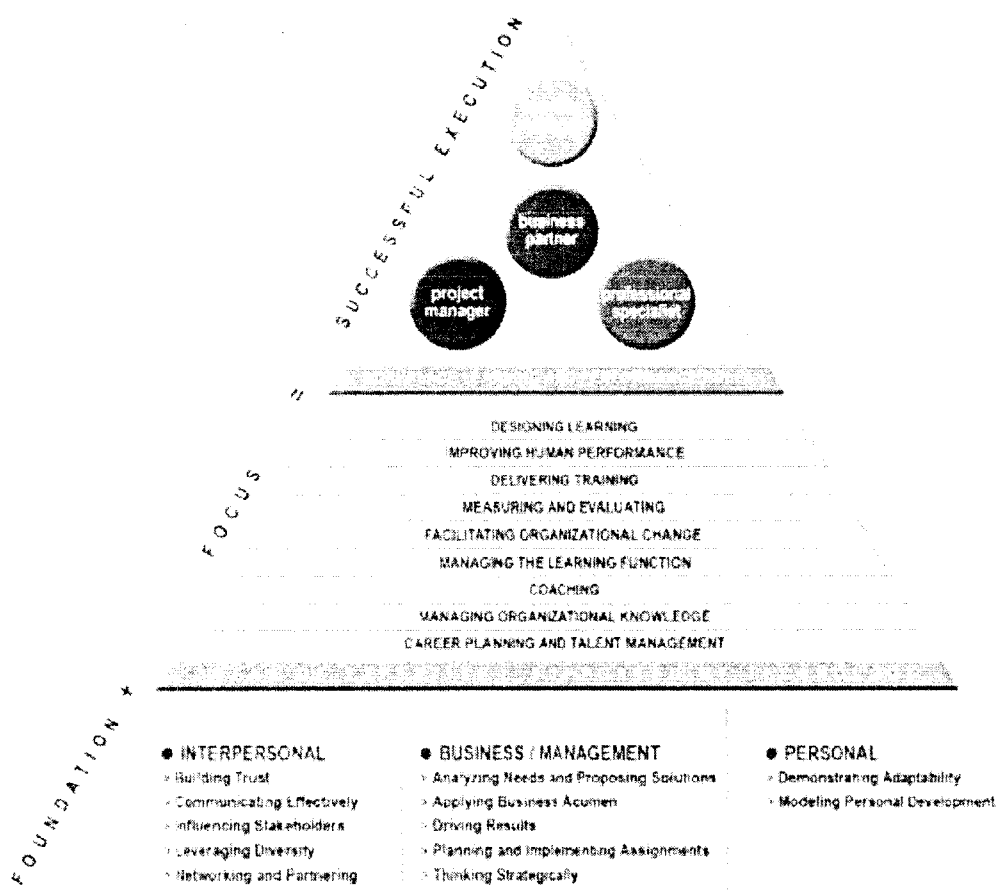
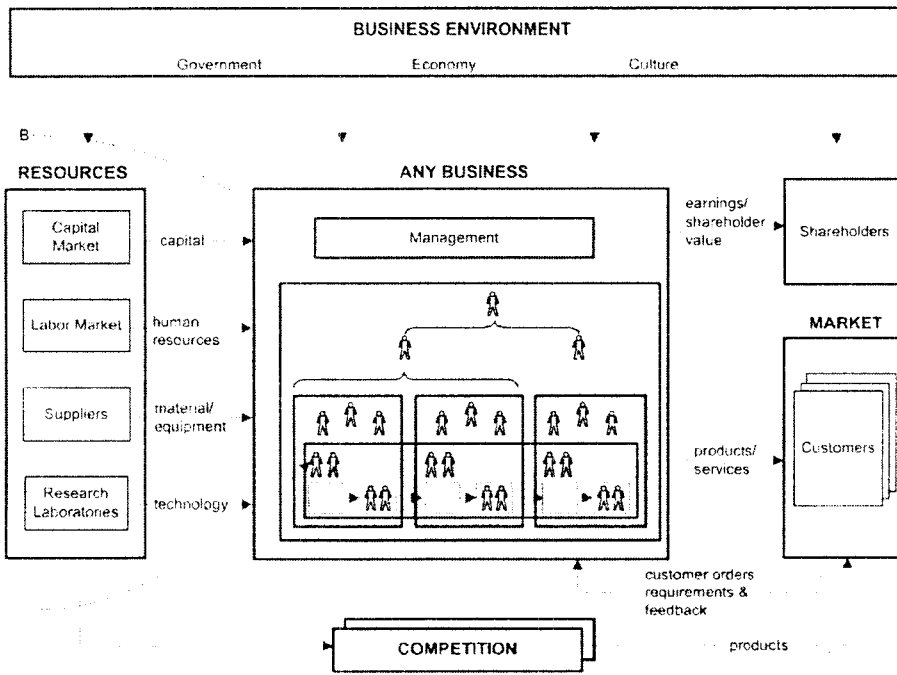
Chris Ross, CSP, CPLP
NANA Training Systems



Key Principles of Performance Technology

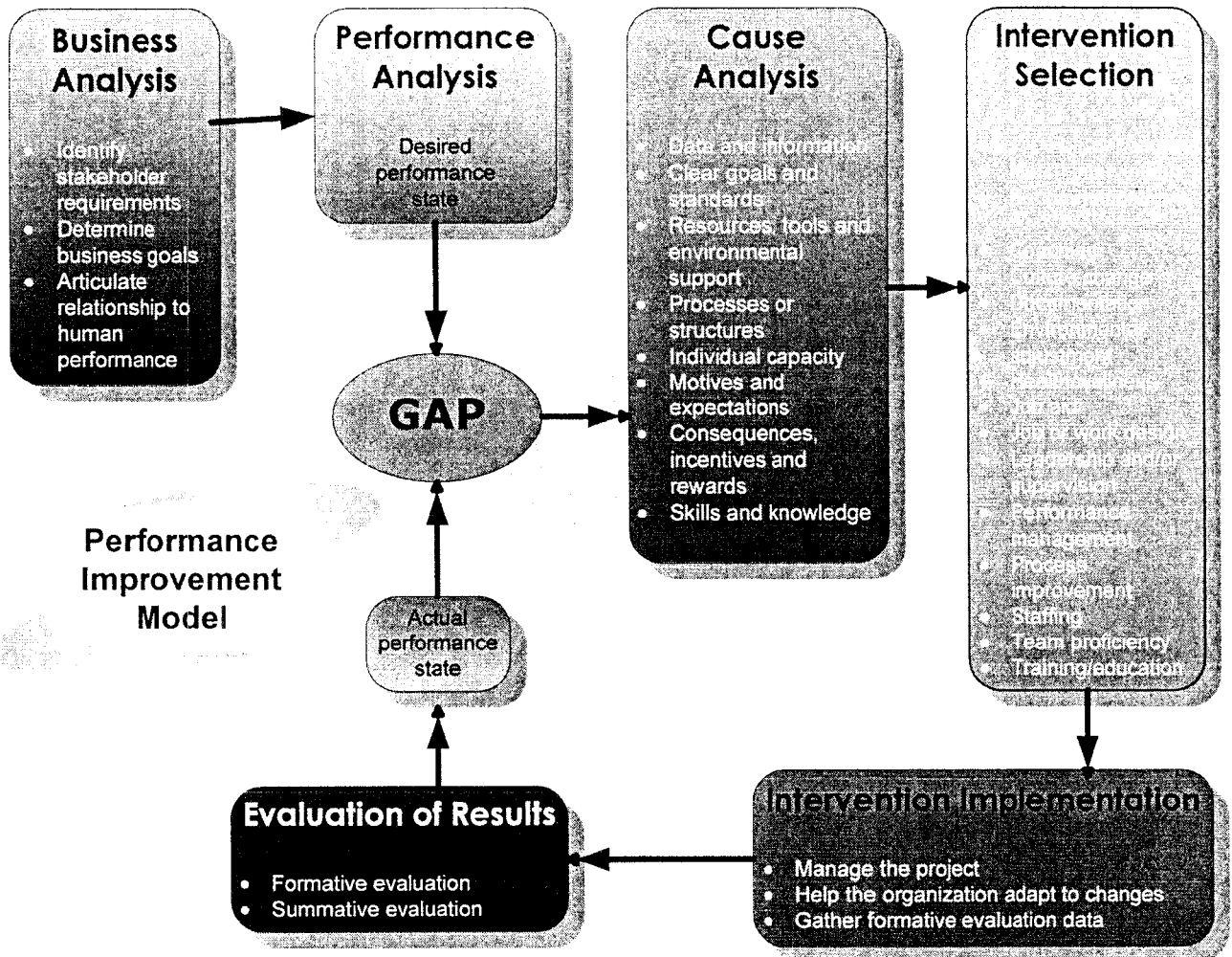
- Results focused: begin with the end in mind
- Systemic: take a systems viewpoint
- Value added: focus on what really matters to the organization
- Partner: with clients and other performance professionals

Rummler's Anatomy of Performance



Change Management

NANA Training Systems - Human Performance Improvement Model



Essential Performance Technology Bookshelf

HPI Essentials, George Piskurich, ASTD Press

Handbook of Human Performance Technology: Improving Individual and Organizational Performance, edited by Harold Stolovitch, ISPI

Performance Consulting, Dana Gaines Robinson and James C. Robinson, Berrett Koehler

The Performance Consultant's Fieldbook: Tools and Techniques for Improving Organizations and People, Judith Hale, Josey-Bass Pfeiffer

Telling Training's Story, Robert O. Brinkerhoff, Berrett Koehler

Improving Performance: How to Manage the White Space in the Organization Chart, Geary A. Rummler, Josey-Bass

Human Competence: Engineering Worthy Performance, Thomas F. Gilbert, ISPI

Serious Performance Consulting, Geary A. Rummler, ISPI

For more information about Performance Technology, contact:



Chris Ross, CSP, CPLP
NANA Training Systems
www.nana-nts.com
907-565-3300
chris.ross@nana.com