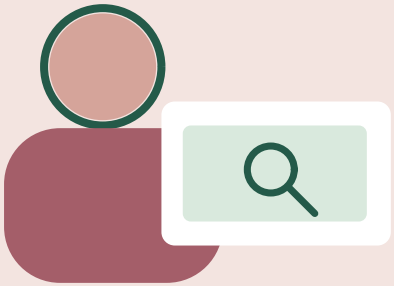
PERFORMANCE CONSULTING / FIELD GUIDE

Before you build training, diagnose the gap.

A practical decision map for choosing the right performance solution

THE REQUEST

“Our team needs training.”



Start with evidence, not a course title.

1 WHAT IS ACTUALLY GOING WRONG?

Observe the task. Review examples. Ask what “good” looks like.

KNOWLEDGE / SKILL

They cannot explain or perform the task.

Teach + practice

Use examples, decisions, feedback.

PROCESS / TOOLS

Steps are unclear, slow, or hard to find.

Fix the workflow

Simplify steps; add a job aid.

MOTIVATION / SUPPORT

They know how, but cannot follow through.

Coach + enable

Clarify expectations and remove barriers.

THE DESIGN PRINCIPLE

Match the intervention to the barrier—not the request.

Training works when people need to learn. Performance improves when the whole work environment supports the task.