

Improving a company's performance in any area of competency will ultimately result in either saving or making more money! A high performing company brings many benefits such as; happy staff and therefore low attrition rates; sense of ownership and team spirit; great customer service; winning new business; repeat business; the list goes on and on.....and often training of teams or individuals is seen as the way to improve performance; however this is highly questionable, and rightly so. In many instances it is sadly a waste of time and money because there is little or no impact back in the workplace as the root of the cause of under-performance has not been identified let alone addressed!

If there's a gap between expected and actual performance, there is a need to take a step back and analyse the root cause and motivators of the gap first. Also there is a need to examine whether performance expectations are realistic. Is there a cost of doing nothing? Is it worthwhile doing something? What is the up-side if the performance gap can be closed? These questions are all about performance, not about training or learning.

The majority of under-performance is not due to lack of training, knowledge or skills at all but many to other factors found in the work environment. Some that are listed below we are sure you may recognise!

- Inadequate tools, resources, procedures and support;
- Lack of easily perceived and understood required information;
- Lack of clear expectations;
- Insufficient and untimely or even counterproductive feedback;
- Inappropriate and even counterproductive incentives;
- Task interferences and administrative obstacles that prevent achieving desired results.¹

To this list, we can also add poor selection of individuals to do the job, poor communication between team leaders and team members, and a perceived low value by the performers for the desired process or outcome.

The knowledge of how to identify, measure and track the effects of developmental activities, partnered with continuous improvement and commitment is the only way to increase performance and the success for the business.

This is where working in partnership with Your Impact makes the difference.

We are passionate about partnering with each client to ensure that, from the outset, a joint pledge to improve performance, develop your people and achieve your business objectives is made.

Clients consistently tell us that they are delighted with the impact we have made on their people and their business, and how different we are in quality, context and expertise of training and development.

"I would happily recommend Your Impact to anyone except our competition".

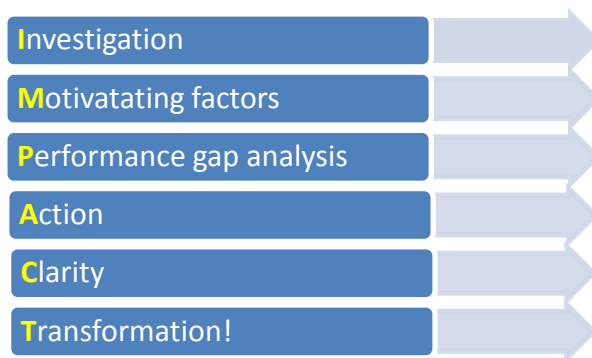
David Dryden, Managing Partner, Cundall

¹ Resource: Gilbert (1996), Harless (1970), Rummler and Brache (1996) and Stolovitch and Keeps (1999)

With your commitment and our difference, we will deliver a return on your investment and, together, we will greatly improve the performance and capability of your people.

How We Deliver:

We spend time working in partnership with you and your team to understand your business objectives and drivers, we then design, deliver and measure a course of action using the IMPACT! approach to enable you and your teams to reach your goals, objectives and economic return.



- We work together to create unique programmes for our clients in line with their budget & timeframe.
- We work with key personnel to provide a seamless approach to client projects.
- Our facilitators are unique and chosen to meet the client's needs, taking into account the business sector, business language, culture and values. Our facilitators are all experts in their field, bringing their experience and knowledge into the company.
- We have over 40 Associate bi-lingual facilitators world-wide using our methodology, therefore we can place them wherever the need is and for as long as required.
- We have fluent speaking international trainer's, whose 1st language is often in English.
- We promise to be honest, easy to work with; even fun! And work with complete integrity.

So how do you measure improved performance and your return on investment?

There are many ways in which you can assess that your teams are receiving the right support, learning and development so that both they and the company benefit from the investment in both time and money. Whichever way you wish to assess that the right programme of performance has taken place to help an individual or team and benefit the business, Your Impact! has the capability to deliver. Assessments can be through:-

- Improved results against set objectives
- Implementation and monitored follow up of agreed actions
- Professional coaching and accountability
- Demonstration of competencies
- Online assessments and surveys
- Certified programmes, exams, accreditations

Your Impact! clients include:



Support offered:

- Support of company objectives
- Support of company processes, policies and documentation
- Manager & Delegate Post course support
- Post Course Tasks
- Links to Competency Frameworks
- Internal Accreditation Programmes
- Management Reports
- Progress and Action Plans & Recommendations
- E-learning

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