



Human Performance Improvement (HPI) and Performance Consulting Course

22 – 26 March 2027

London - Central London four-star



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Introduction:

Human performance improvement HPI and performance consulting is a 5-day course for learning and development, HR business partnering, organisation development and operations improvement staff, ending with a performance consulting report for a case performance gap. Organisations lose money and credibility when every shortfall in results is answered with a training request, while unclear expectations, missing tools, weak feedback or conflicting incentives remain in place. Nominees already field requests from line managers and are taught through multi-sector case studies at practitioner depth. CoreConcept Training Center delivers this human performance improvement course.

Course Objectives:

- Reframe training requests from line managers into business needs, performance needs and measurable gaps
- Apply the HPI model stages to structure a performance consulting assignment from intake to evaluation
- Analyse the causes of a performance gap with Gilbert's Behaviour Engineering Model and the Mager-Pipe flowchart
- Select and combine non-training interventions such as job aids, process redesign, feedback, incentives and job design
- Judge when training is the right answer and plan intervention rollout with sponsors and affected units
- Prepare a performance consulting report with evidence, recommended interventions and result measures

Target Audience:

- Learning and development staff who receive and respond to training requests from the business
 - HR business partners advising line leaders on workforce performance problems
 - Organisation development practitioners responsible for diagnosing and improving unit results
 - Operations and process improvement staff accountable for productivity and service outcomes
 - Internal advisers responsible for recommending people-related solutions to department heads
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Course Outline:

Day 1: HPI Foundations and the Performance Consultant Role

- Human Performance Technology Origins and Results Orientation Principles
- HPI Model Stages From Performance Analysis to Evaluation
- Order-Taker Versus Performance Consultant Role Contrast
- Training Request Intake Conversation Using Reframing Questions
- Function Maturity Self-Check for Current Request Handling

Day 2: Diagnostic Models for Performance Gaps and Causes

- Business Need to Performance Need Linkage Map
- Desired Versus Actual Performance Gap Statement Writing
- Gilbert's Behaviour Engineering Model Six-Cell Cause Matrix
- Mager-Pipe Performance Analysis Flowchart for Can't-Do Versus Won't-Do
- Exemplar Performer Comparison and Potential for Improving Performance

Day 3: Cause Analysis and Intervention Selection

- Environmental Support Probes for Information, Resources and Incentives
- Individual Repertory Probes for Knowledge, Capacity and Motives
- Job Aids and Performance Support Tool Design
- Process Redesign, Feedback Loops and Consequence Alignment Options
- Job Design and Role Clarity Interventions for Work Units

Day 4: Training Decisions, Rollout and Results Evaluation

- Training Fit Test When Skill Deficiency Is Confirmed
- Intervention Blend Prioritisation Using Cost, Value and Feasibility
- Sponsor Contracting and Stakeholder Roles for Intervention Rollout
- Change Adoption Barriers and Resistance Handling in Work Units
- Performance and Business Results Measures Linked to Gap Closure

Day 5: Case Study Work on the Performance Consulting Report

- Case Request Reframed Into Business and Performance Needs
 - Case Gap Quantification and Behaviour Engineering Cause Mapping
 - Case Intervention Set With Training and Non-Training Elements
 - Case Rollout Plan and Results Tracking Measures
 - Performance Consulting Report Completion and Sponsor Panel Review
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Skills You Will Gain:

- Performance Gap Quantification
- Cause Diagnosis
- Intervention Selection
- Job Aid Design
- Sponsor Contracting
- Change Adoption Planning
- Results Measurement

Why Attend This Course:

- Produce a performance consulting report for a case gap, ready for the sponsoring department head and HR leadership
- Decide whether a request needs training, a non-training intervention or a blend before budget is committed
- Avoid spending on courses that cannot close gaps caused by missing tools, unclear expectations or conflicting incentives
- Share the intake questions, cause matrix and intervention selection grid with colleagues who handle requests

Conclusion:

Back at work, the participant gives the performance consulting report to the sponsoring department head and the HR or learning lead, who use it to decide which interventions to fund and who owns each one. The gap statement and result measures in the report let the sponsor see whether performance moves after rollout, rather than whether activity took place. After the first assignment, the unit should review how accurately the gap was quantified, which causes the evidence confirmed and whether the intake questions shortened the path from request to agreed solution.

Frequently Asked Questions FAQ:

What do participants need before the human performance improvement and performance consulting course?

Participants should already handle requests for training, HR support or operational improvement from line managers. No prior knowledge of HPI models is needed. Bringing a recent request, with any available data on the results concerned, helps them apply the intake and cause analysis tools to real work.

How does human performance improvement differ from a training needs analysis course?

A training needs analysis course plans learning once training is assumed to be the answer. Human performance improvement starts earlier, testing whether the gap stems from the work environment or the individual, and treats training as one intervention among job aids, process redesign, feedback, incentives and job design.

Why does human performance improvement look at the work environment before the individual?

Gilbert's Behaviour Engineering Model holds that missing information, resources and incentives at work block performance more often than missing knowledge. Fixing environmental supports is usually faster and cheaper, and training delivered into an unchanged environment rarely changes behaviour on the job.

What do participants take back from the human performance improvement and performance consulting course?

Participants return with a performance consulting report built on a case gap, plus an intake question set, a six-cell cause matrix, a Mager-Pipe decision path and an intervention selection grid they can reuse on the next request from the business.
