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CERTIFICATE IN HUMAN PERFORMANCE TECHNOLOGY

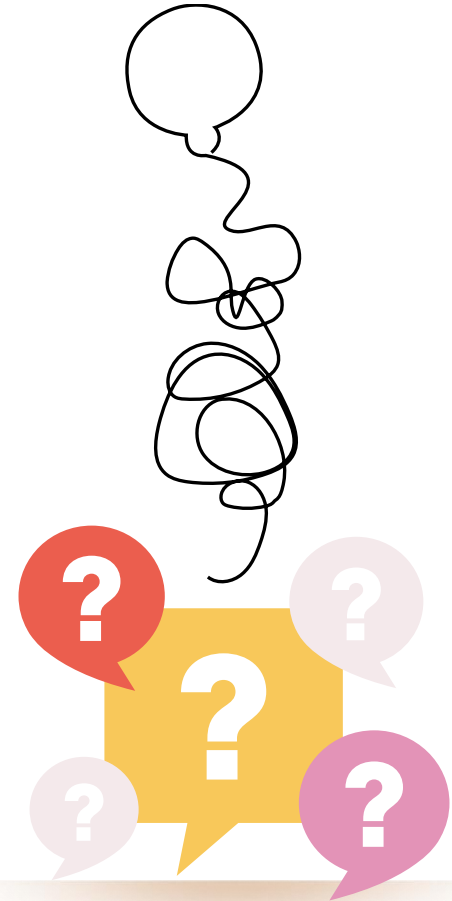
A 3-day Introduction to an innovative process
of problem-solving and performance improvement



Overview

Finding solutions to organizational problems is a daily occurrence for most organization leaders. Many will tell you that their solutions often fall short of being totally satisfactory. Without a systemic approach to performance issues, the following scenarios frequently occur:

- What satisfies one group creates problems for another group
- Today's solutions give rise to tomorrow's problems
- Quick fixes create bigger and more complicated problems



Overview

We all fall prey to looking at problems in isolation. A simple isolated problem requiring a single, isolated solution. This linear approach is convenient. It gives us the satisfaction that we “did something” about the problem. An oil spillage on the shop floor is caused by a faulty gasket and the solution is to replace the gasket. How many will proceed to ask why the plant uses faulty gaskets?

Human Performance Technology (HPT) is a systematic and systemic approach to analysing problems and finding lasting solutions. HPI provides the tools and techniques to solve real problems, in real time, with real measures of improvement.



Target Audience

For all those in Talent development, performance Consulting and all those interested in improving human performance at work to assist organizations achieve desired outcomes in execution of strategies.

Learning Objectives

Participants in this program will be able to:

- **INVESTIGATE** performance problems
- **DETERMINE** the root cause or causes
- **SELECT** or **DESIGN** the correct intervention
- **PLAN** and **EXECUTE** interventions
- **EVALUATE** the impact of interventions



Course Outline

DAY 1

Session 1

- What is HPT
- What is the process of performance improvement
- What is the performance consulting process

Session 2

- Investigative Phase
- Situation Analysis
- Gap analysis
- Case Study: Investigative Phase and defining problems

Course Outline

DAY 2

Session 3

- Root Cause Analysis
- Models used for root cause analysis
- Systems Thinking
- Case Study: Application of root cause analysis

Session 4

- Intervention selection and design
- Decision process
- Evaluating risks
- Case Study: Intervention selection

Course Outline

DAY 3

Session 5

- Intervention Implementation
- The change processes
- Managing stakeholders
- Case Study: Implementing the intervention

Session 6

- Evaluating the impact of the intervention
- Formative and summative evaluation
- Evaluation design
- Case Study: Assessing the results

Total Hours: 6 sessions x 3.5 hrs per session: 21 hours of live face to face or live online sessions. In addition, supplemental self-learning videos and readings provided through e-learning

An Interactive Approach

This program will be delivered Live online or face-to-face with some assigned readings before each session. A variety of methods will be used, including:



- Presentation-discussions



- Readings



- Case group discussions



- Group presentations



- Application plans



The **Certificate in Human Performance Technology (HPT)** designation recognizes individuals who complete the HPT Program. ARTDO International and all of its member organizations recognize that those individuals so designated possess the competencies expected of a training practitioner.

The Certificate in Human Performance Technology (HPT) program is offered by the **ARTDO International** in collaboration with the **Institute of Training and Development (ITD)**. The award is given upon the satisfactory completion of this competency-based skills development program which lasts for 3 days and the submission of a set of required certification reports indicating the demonstration and application of the set of training competencies in an actual work-related setting

Participants are expected to satisfactorily perform the tasks of a training professional using the set of twenty training competencies specified by ARTDO International & ITD.

Jointly awarded by
ARTDO
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