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# CERTIFICATE IN HUMAN PERFORMANCE TECHNOLOGY

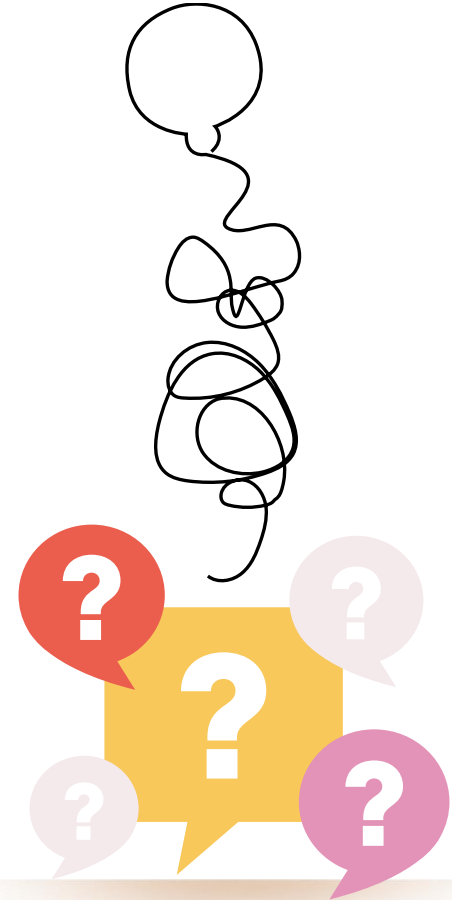
A 3-day Introduction to an innovative process  
of problem-solving and performance improvement



## 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 a five-module competency-based skills development program which lasts for ten 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 within a ninety day post-training assessment period.

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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