



Eksento Inc.

knowing • doing • being

Job Performance and Training Solutions

In many instances, when an organization requests training, it indicates they have identified what they believe to be a performance problem. Employers often have high expectations of what training will accomplish for their staff. Unless the primary cause of a performance problem is indeed a skill gap, training isn't necessarily the most appropriate solution. There are many factors that influence job performance and although a skill gap is one of them, employers need to ensure that they have identified all factors that contribute to the problem.

Other factors might also negatively impact performance. They include:

- ✚ Organizational procedures and systems;
- ✚ Consequences (or lack of them);
- ✚ Goals and objectives (or lack of them);
- ✚ Unclear or conflicting responsibilities, roles and accountability;
- ✚ Resource or technology limitations, and
- ✚ Relationship or team issues.

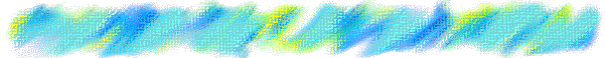
To solve job performance problems, organizations need to adopt a multi-layered and holistic approach. By addressing the factors with the greatest influence on performance first, which may or may not include training, organizations will maximize the opportunities for Real Change.

HIGHER AWARENESS

*Remember, a real decision is measured by the fact
that you've taken new action.
If there's no action, you haven't truly decided.
— Anthony Robbins*

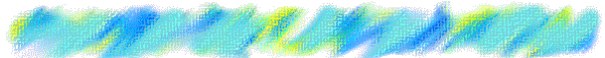
Organizations have to unequivocally *decide* to do their part in resolving performance problems. Sending staff off to training may be necessary yet, it may very well be only one part of the solution. If the employee comes back from training and finds that he or she has no support for implementing new ways of being and doing in the workplace, then the money spent on training does very little for the bottom line.

The organization has to stand by their decision by taking new action that confirms their commitment to implementing real solutions. Training is never a one-shot deal; it is an ongoing investment in the company's success through employee skill building and satisfaction.



TRAINING SOLUTIONS

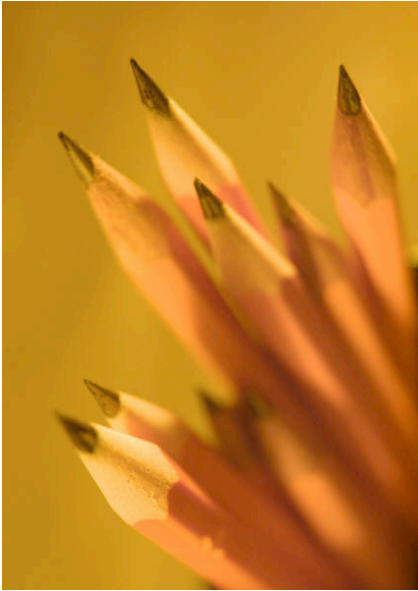
Check out our **Training Program!**



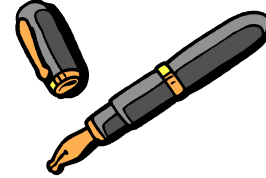
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Eksento Inc.
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NEW SERVICE!!!

The Write Word — Le Mot juste



Interested in dialogue and deliberation?
Visit www.C2D2.ca for information on the
upcoming October 2005 conference in Ottawa.



This newsletter has been prepared by
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PROOFREADING — UNILINGUAL REVISION

- Identification and correction of typographical errors punctuation errors, grammar, and misspellings.
- Formatting inconsistencies.
- Improvement style and clarity.

COMPARATIVE — BILINGUAL REVISION

- Comparing a translated text to its source text to make sure the message has been properly conveyed.
- Ensure that nothing has been added or omitted.
- Identification and correction of typographical errors, punctuation errors and grammar.

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