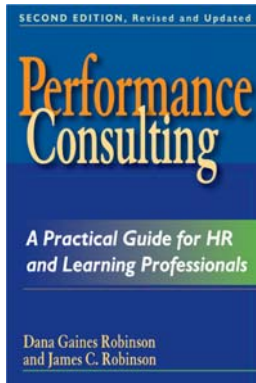


PERFORMANCE CONSULTING BOOK AND TOOLKIT

Second Edition, Revised and Updated

A Practical Guide for HR and Learning Professionals



- Completely revised and updated edition of a classic text—the first edition sold over 60,000 copies and was translated into four languages.
- Includes new examples, new tools and techniques, and two completely new chapters.
- Co-published with the Society for Human Resource Management, the world's largest human resources organization.
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"This book will never be placed on your bookshelf—you will use it over and over again! It is the 'must-have' resource for learning, human resources and OD professionals who are serious about dramatically impacting human performance and business results."

—Jean Larkin, Vice President, Global Talent Management, Trane, Inc.

PERFORMANCE CONSULTING: Second Edition

by Dana Gaines Robinson and James C. Robinson

Berrett-Koehler Publishers, 2008

Paperback (268 pages)

Available at www.bkconnection.com

Also Available: PERFORMANCE CONSULTING TOOLKIT

The second edition of *Performance Consulting* references graphic and adaptable tools that can be downloaded and which support the Robinsons' performance consulting concepts. These tools are available to purchase and download from the Berrett-Koehler website at www.bkconnection.com. Some tools (in Adobe PDF) can be printed and shared; others (in Microsoft Word) can be adapted to your specific needs.

Description

The first edition of *Performance Consulting* introduced a concept which has become a cornerstone of the human resource, learning and organizational development fields: training and HR solutions do not work in a vacuum but must be tied to an organization's business goals. Performance consultants are not biased toward any specific type of solution, but rather partner with their clients to determine what combination of solutions will best provide systemic, sustainable performance improvement in line with an organization's needs.

In this thoroughly updated edition, Dana and Jim Robinson provide a robust conceptual framework and enhanced tools and techniques. They help readers master both the "science" (the analytical and assessment techniques) and the "art" (the consultative and partnering practices) of performance consulting. For the science, dozens of new tools, templates and techniques are provided, including online resources available on the Berrett-Koehler web site. Regarding the art, the Robinsons describe the concepts and practices of ACT—building Access, Credibility and Trust with business managers. In addition, two new chapters have been added: one focusing on how to proactively identify performance consulting opportunities, and the other providing answers to questions the authors have been most frequently asked in the years since the first edition of *Performance Consulting* was published.

Like all books the Robinsons have co-authored, this is a practical resource to be used by anyone who aspires to practice performance consulting within their organization.

Contents

Introduction: What Is Performance Consulting, and Why Do It?

Part One: The Mental Model for Performance Consulting

1. The Need Hierarchy
2. The GAPS! Logic

Part Two: The Science of Performance Consulting

3. Identifying Business and Performance SHOULD
4. Identifying the "IS" for Business and Performance
5. Identifying Causes and Solutions
6. Contracting with Clients

Part Three: The Art of Performance Consulting

7. Building Partnerships with Clients
8. Reactive Entry: Reframing Requests for Solutions
9. Proactively Identifying Performance Consulting Opportunities
10. Q & A with the Authors

Testimonials

What Noted Practitioners and Authors Say About This Book:

"The Robinsons have transformed our company's HR team through the introduction of the tools and approaches they've pioneered—and which are included in this book. These tools have been a real 'game-changer' for us!"

**Jim Smalley, Ed.D., SPHR, Vice President, Leadership Development
AIG Retirement Services**

"The Robinsons have gone from good to great in their revision of their book, Performance Consulting . It's a must for anyone wanting to know about performance consulting or to put the concepts into action."

**William C. Byham, Ph.D., Chairman and CEO
Development Dimensions International, Inc.**

"Rarely does a book appear that combines thought leadership for a profession with practical models and tools that can be used immediately by the reader. Once again, the Robinsons have achieved that balance."

**Paul Elliott, Ph.D.
President, Exemplary Performance**

"What a great combination of models, methods and wise counsel for obtaining performance valued by all! Wonderful cases, exercises and ready-to-use tools."

**Harold D. Stolovitch and Erica J. Keeps
Emeritus Professor, Learning and Performance, Université de Montréal
Principal, HSA Learning & Performance Solutions LLC
Co-authors of the best-selling books, *Telling Ain't Training* and *Training Ain't Performance***

"Filled with updated concepts, tools and practical wisdom, this second edition of the instant classic Performance Consulting is a gift from the Robinsons to anyone responsible for enhancing performance of people in support of business goals."

**Sharon Schachter, Organization Capability Consultant
The Coca-Cola Company**