

PELE UGBOAJAH, PHD

pele kazir

Gettin' Better

RESULTPAL

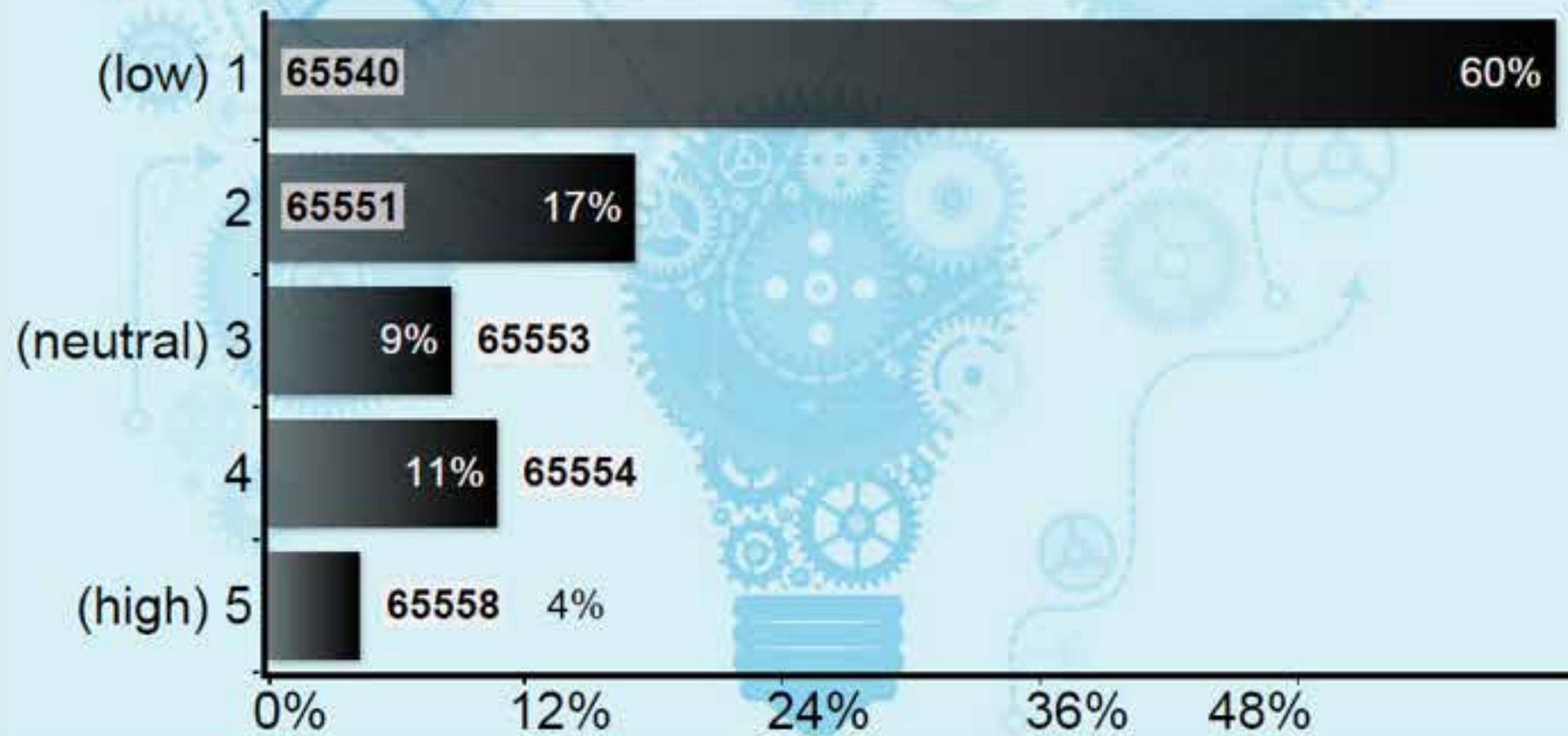
REMEMBER THIS?

How well does your company track learning's ROI?

Respond at [PollEv.com/donaldtwinin019](https://www.PollEv.com/donaldtwinin019)

Text a **CODE** to **22333**

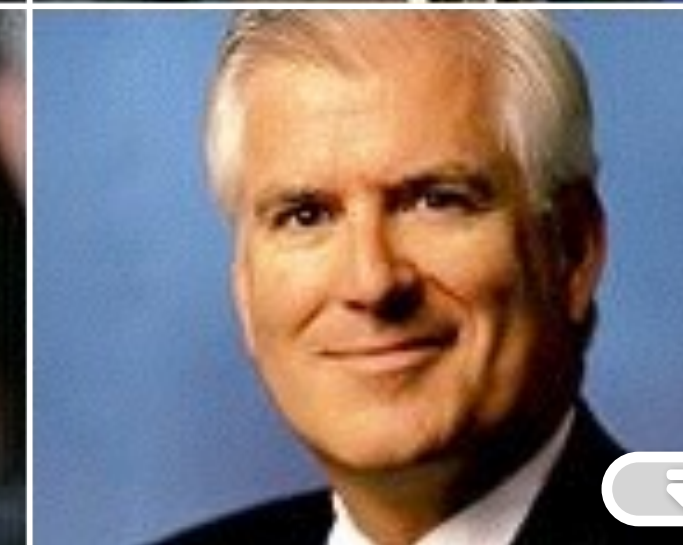
Tweet **@poll** and a **CODE**





Training is NOT the Answer!

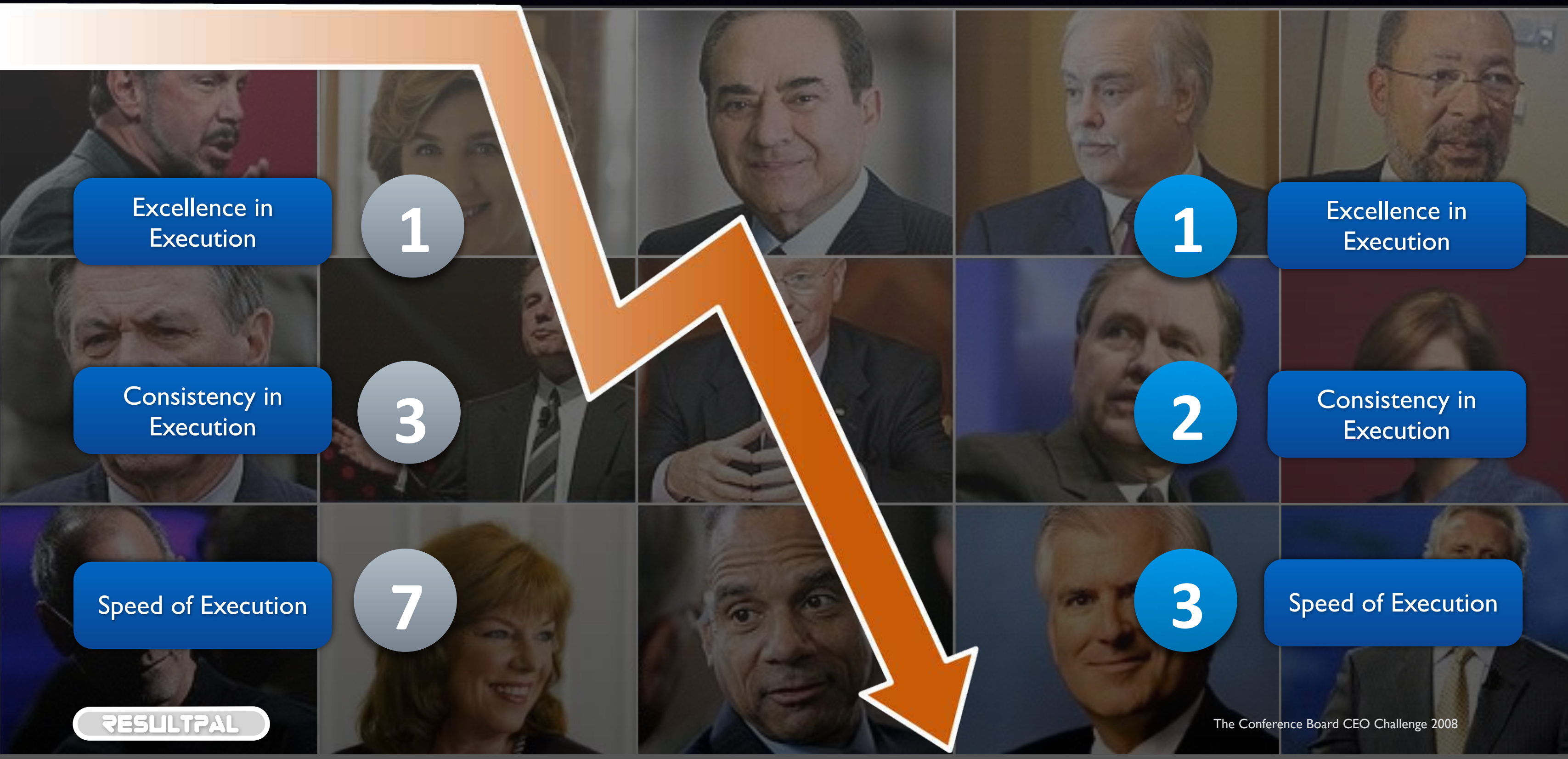
2008: TOP C.E.O. CONCERN



RESULTPAL

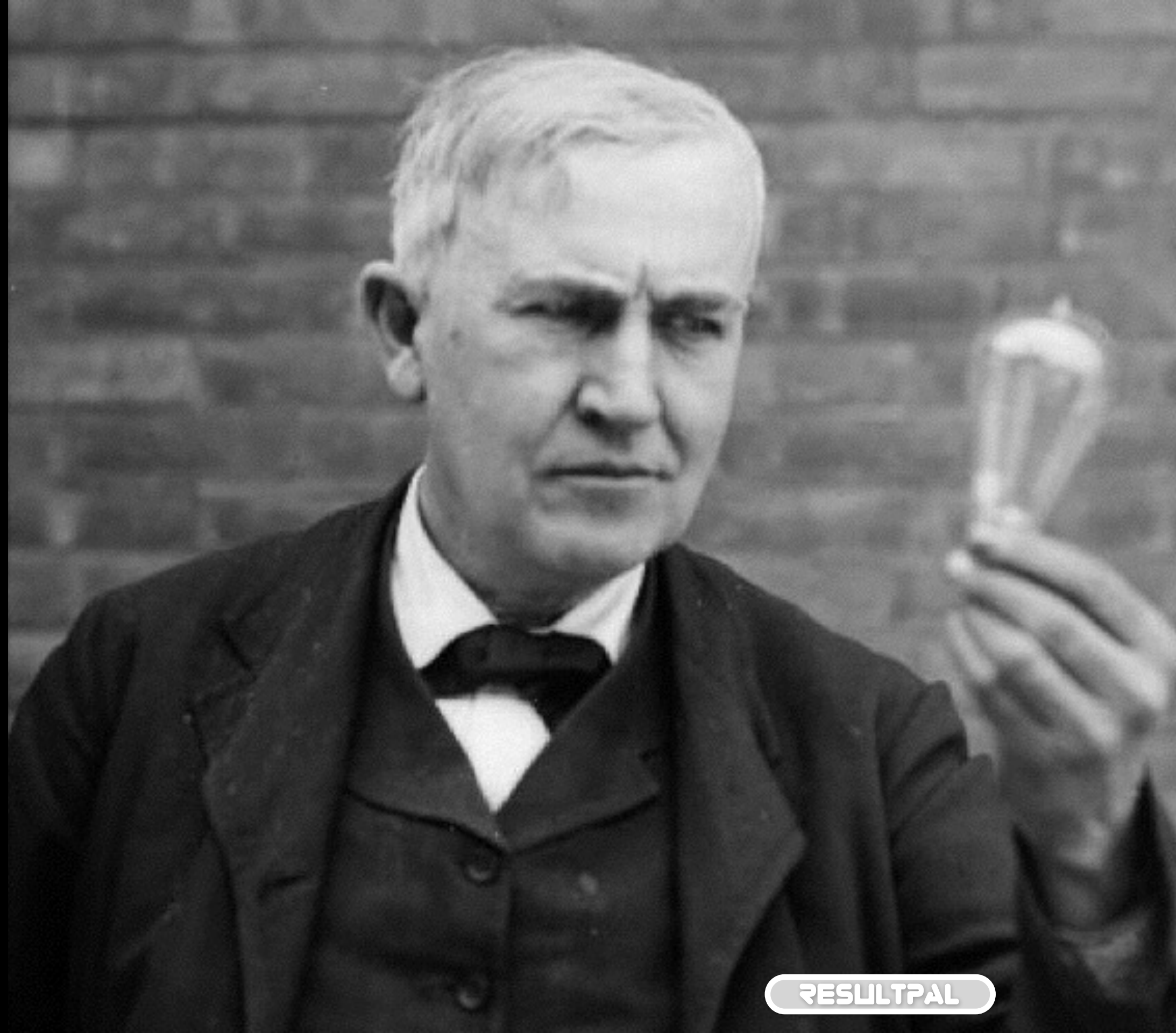
2008: TOP C.E.O. CONCERN

After the Crash



**“Vision
Without
Action is
Hallucination”**

—Edison



R.O.I.



RESULTS

CEO

LMS

EMPLOYEE

Strategy

Learning

Behavior



RESULTPAL

Tell me and I will forget
Show me and I might remember
Involve me and I will learn



10 : 20 : 70 RULE

ACTION LEARNING IS THE SUPERIOR METHOD OF TRANSFER

TELL ME

SHOW ME

ENGAGE ME

10:20:70 rule.



RESULTPAL

ACME: A HEALTH CARE ORGANIZATION



200+ EMPLOYEES
\$10M LABOR BUDGET
3 LOCATIONS

LOW ENGAGEMENT
LOW RETENTION
LOW PERFORMANCE



Meet Joe.

Employee.

Meet Jim.

Manager.



RESULTPAL

Joe is Trained

Sales Skills

Leadership Skills

Job Specific Skills

Global Assignments

Customer Facing

Interpersonal Skills

Communication Skills

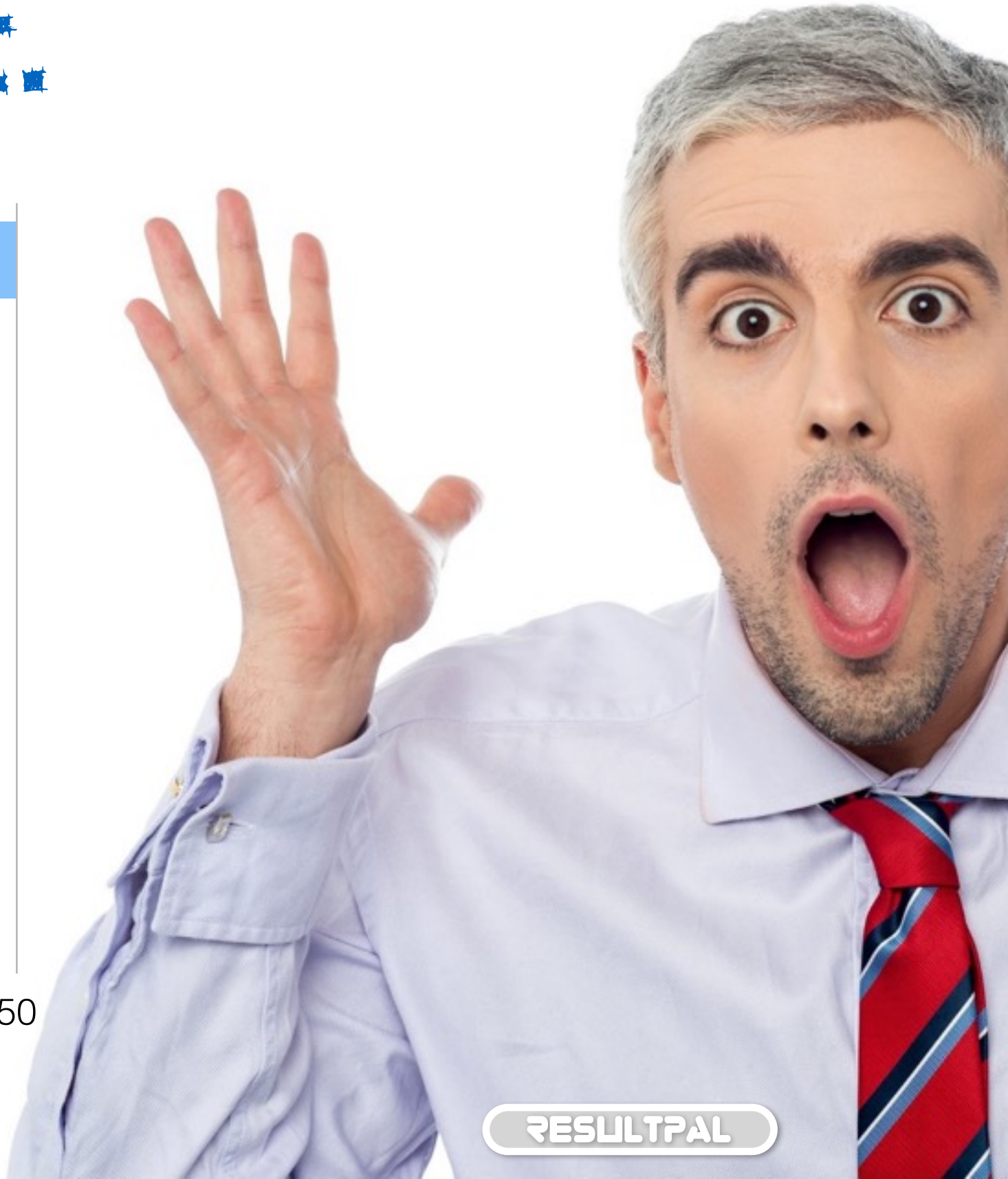
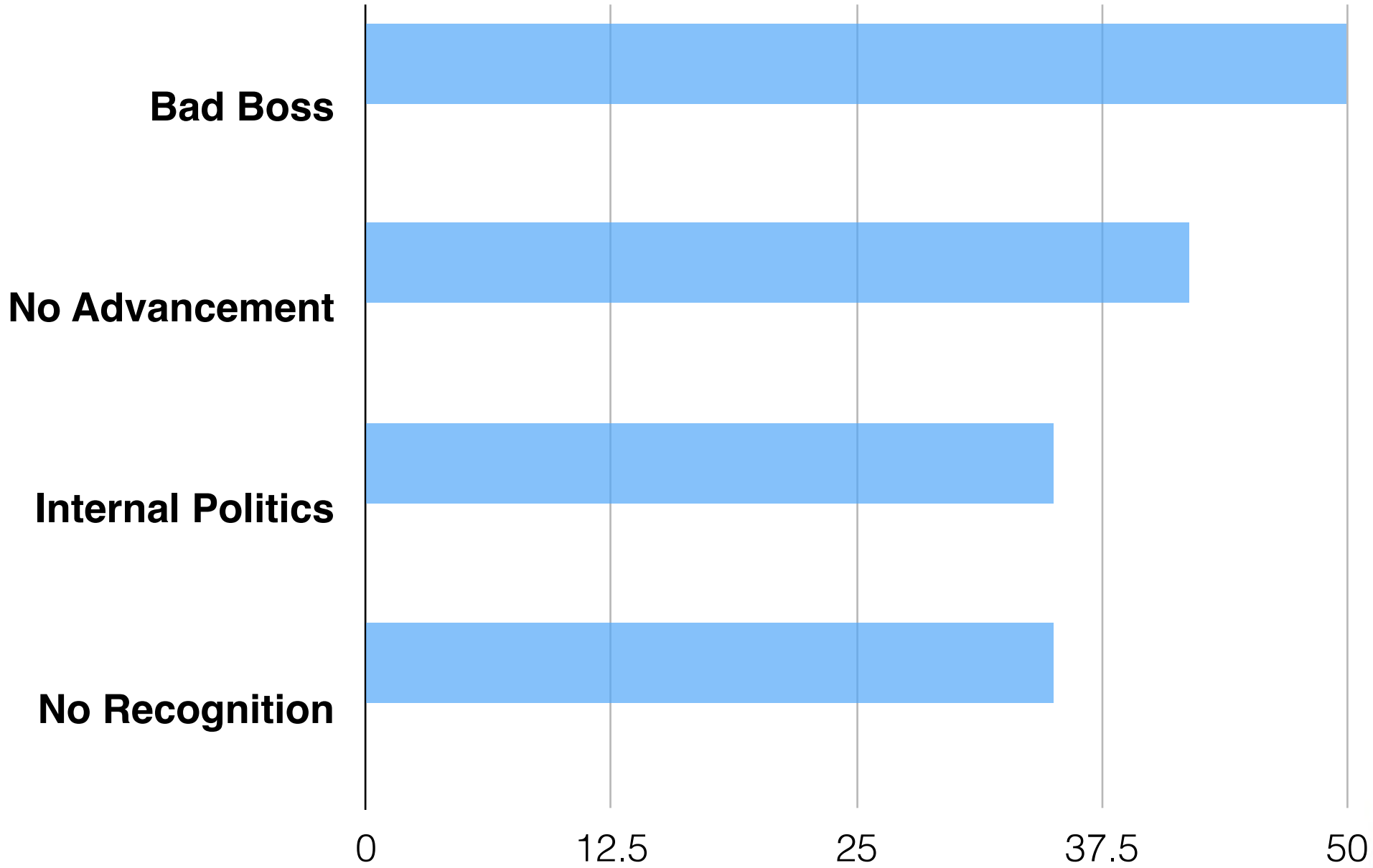
High Performance



Until
the
Annual
Performance
Review



Ready to Quit.



Meet Jane...



TRAINER.

RESULTPAL



JOE IS NOT ALONE.

RESULTPAL

SHE LOOKED AT RESEARCH ON ENGAGEMENT

70%
US workers
are not
ENGAGED

WHEN ORGANIZATIONS SUCCESSFULLY ENGAGE THEIR CUSTOMERS AND THEIR EMPLOYEES, THEY EXPERIENCE A

240%

BOOST IN PERFORMANCE-RELATED BUSINESS OUTCOMES COMPARED WITH AN ORGANIZATION WITH NEITHER ENGAGED EMPLOYEES NOR ENGAGED CUSTOMERS.

LOTS OF TRAINING PROGRAMS AND TOOLS!



WHY?



**You can't learn to play
soccer ...
at a seminar.**



Training ROI GAPS:

Pinpointing

Application

Datification



Goals
Competencies
Appraisals
Assessments
Training
Analytics
...Awareness

A woman with long dark hair, wearing a light-colored blazer and dark pants, is smiling and holding a large white sign. The sign has the text "No Transfer of Learning into Practice" written on it in a red, hand-drawn style. The words "of Learning" and "Practice" are underlined.

**No Transfer
of Learning
into
Practice**

PINPOINTING

APPLICATION



Practice

DATAFICATION

R.O.I.

RESULTPAL

THEY WEREN'T MEASURING THE RIGHT THINGS!

Behavior



Leading

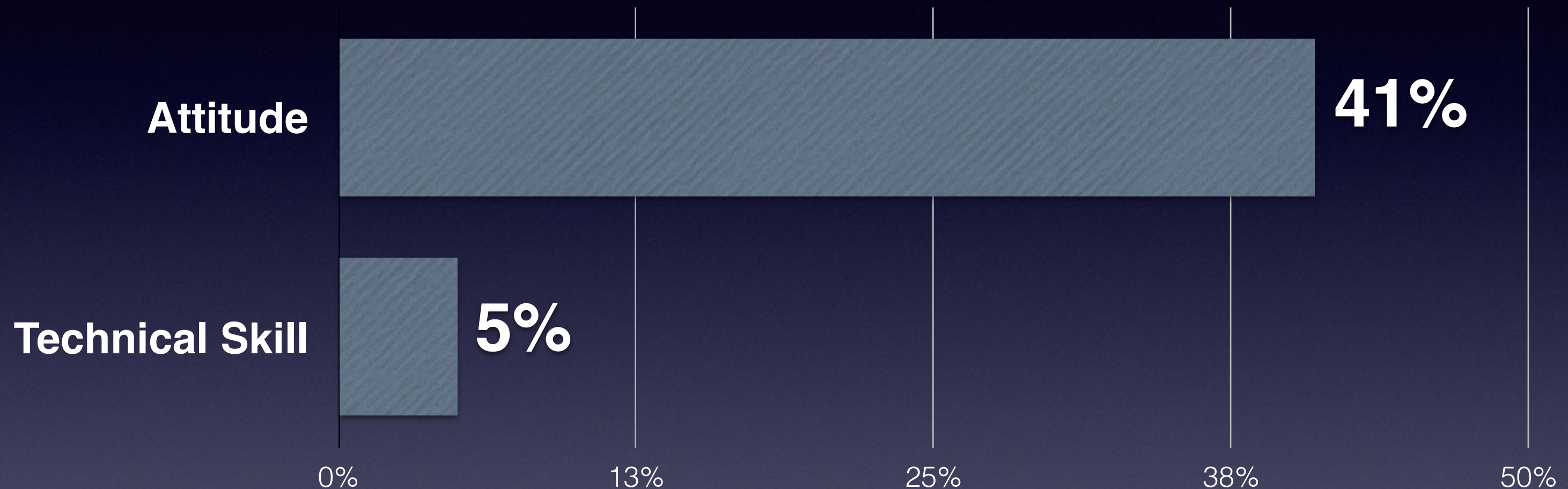


Results



Lagging

SOFT SKILLS — HARD RESULTS.



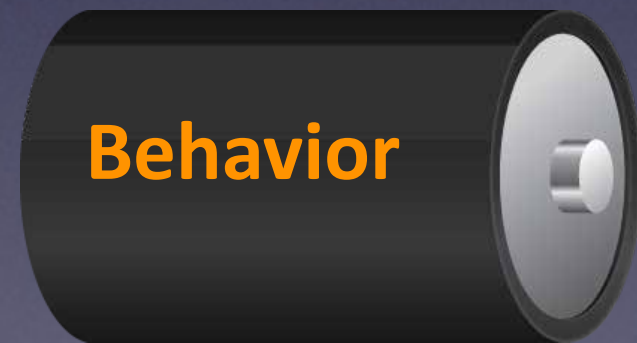
“Attitude (not skills) is the top predictor of a new hire’s success or failure” — Mark Murphy

RESULTPAL

YOU CAN'T IMPROVE WHAT YOU DON'T MEASURE!



Results



Behavior



RESULTPAL

CEO
PERFORMANCE

MANAGER
ACCOUNTABILITY

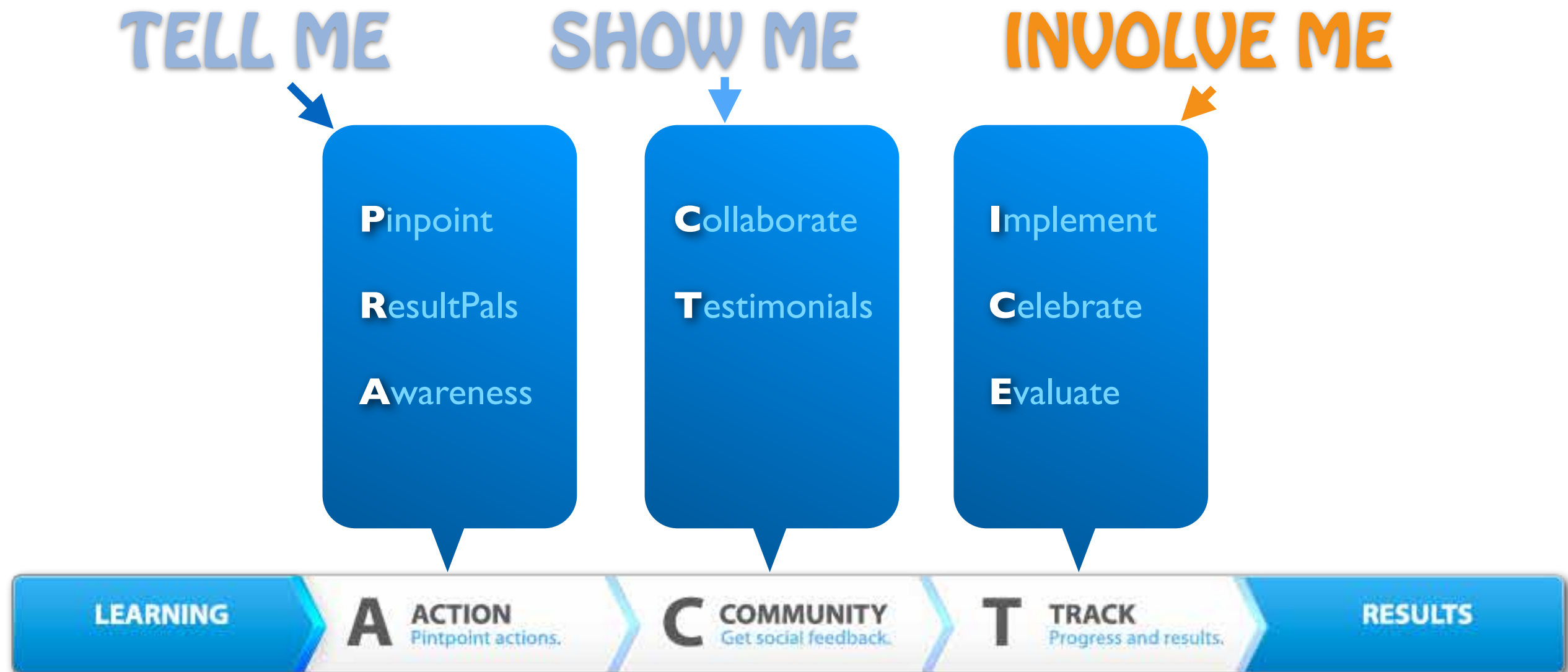
PRACTICE
BEHAVIOR

EMPLOYEE
DEVELOPMENT

Practice is the Answer!

8 STEPS

HOW TO TURN LEARNING INTO RESULTS

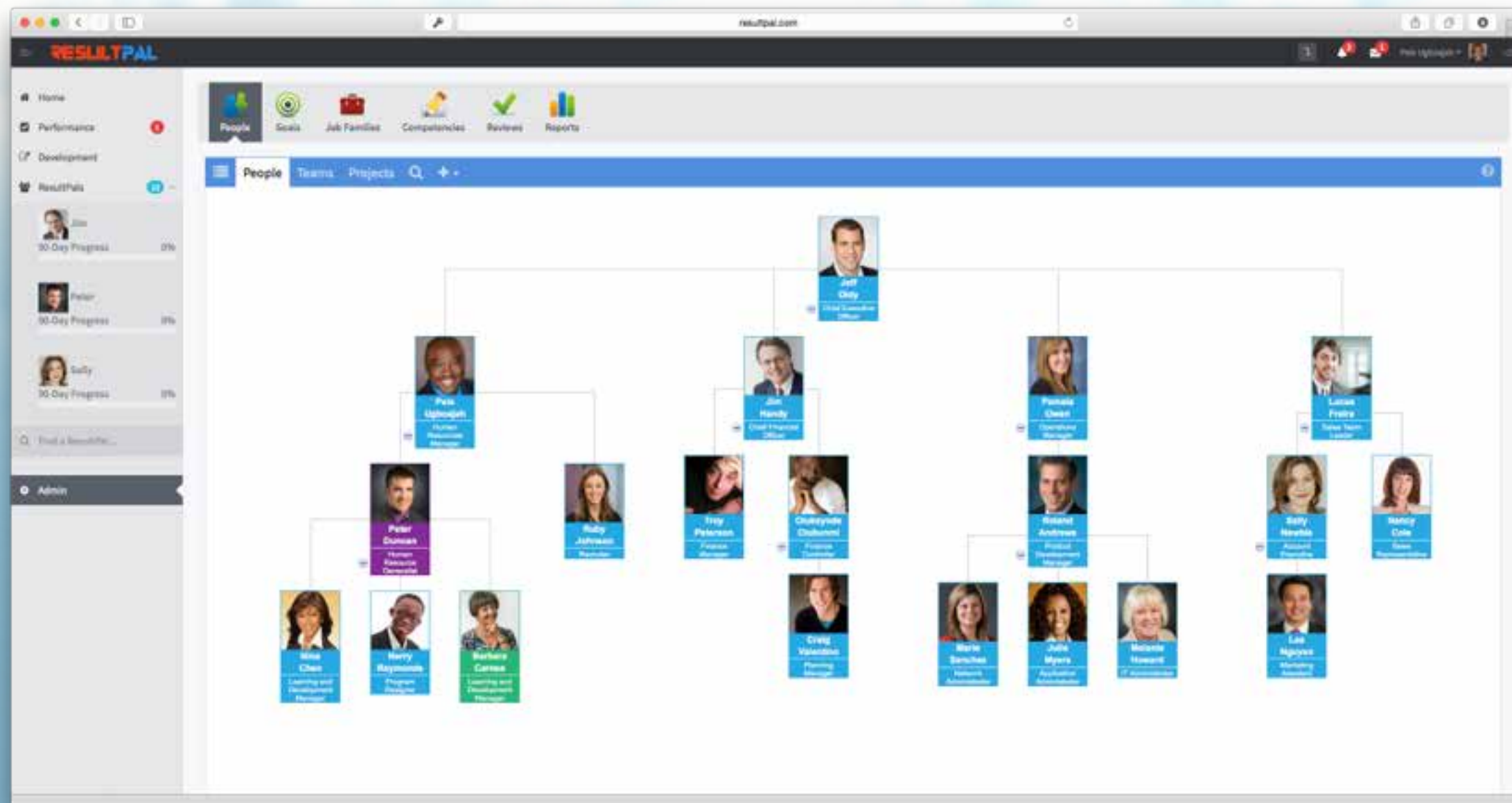


**EVERYTHING
GETS BETTER
WITH PRACTICE.**



RESULTPAL

RESULTPAL



Practice-Based Performance Management