

ASTD Conference, San Diego, CA; June 1-4, 2008**Delivering Business Results as an Internal Consultant: A Case Study, Kathleen M. Schulz (Sandia National Laboratories) and Thomas J. LaBonte (Workplace Performance, LLC)*****Session Description:***

Becoming an effective internal performance consultant is often learned on the job and can be scary, confusing, or intimidating. To be successful, our skills, knowledge, and mindset must change along with the training department's processes, roles, and structure to produce business results needed by the organization. Where do we begin? The speakers will present a case study around three critical success factors: building a customized performance improvement process, developing the capability to use the process for results, and engaging the client as process owner and business partner. Practical steps, techniques, and checklists will be presented and discussed. Further, we'll examine ten lessons learned as a template for client and consultant success in producing business results in a mini-exercise for immediate application.

Learning Objectives:

Apply lessons learned from a case study to begin operating and producing results as an internal consultant. Customize and use a performance improvement process for your organization to produce business results. Develop an internal performance consulting network to share tools and capabilities for optimizing client and project success.