

# LEARNING & PERFORMANCE SUPPORT

Satori Consulting works with organizations to maximize their return on learning investments. We develop realistic, job-specific learning experiences, delivered via a number of communication channels and reinforced through a variety of performance support techniques. We explicitly link each client's development investment to business objectives, building a learning culture that enhances long-term competitiveness.

## THE SITUATION AT HAND

Organizations face Learning and Performance Support challenges including:

- Lack of an enterprise learning approach
- Increasingly complex learning environment
- Inconsistent application of learning to various jobs
- Off-the-shelf solution does not meet custom needs
- Inadequate process and technology to deliver and measure training
- Inability to track and report ROI
- Constrained organizational budgets
- Ineffective post-training support

In order to achieve operational efficiency and return on investment, development investments must be scalable and linked to performance management.

## SATORI FRAMEWORK

We partner with our clients to address learning and performance challenges within the context of their overall Organizational Effectiveness and Change Management strategies.

Our solutions consider each client's:

- Learning needs with respect to competitive position, key differentiators, and unique skills needed

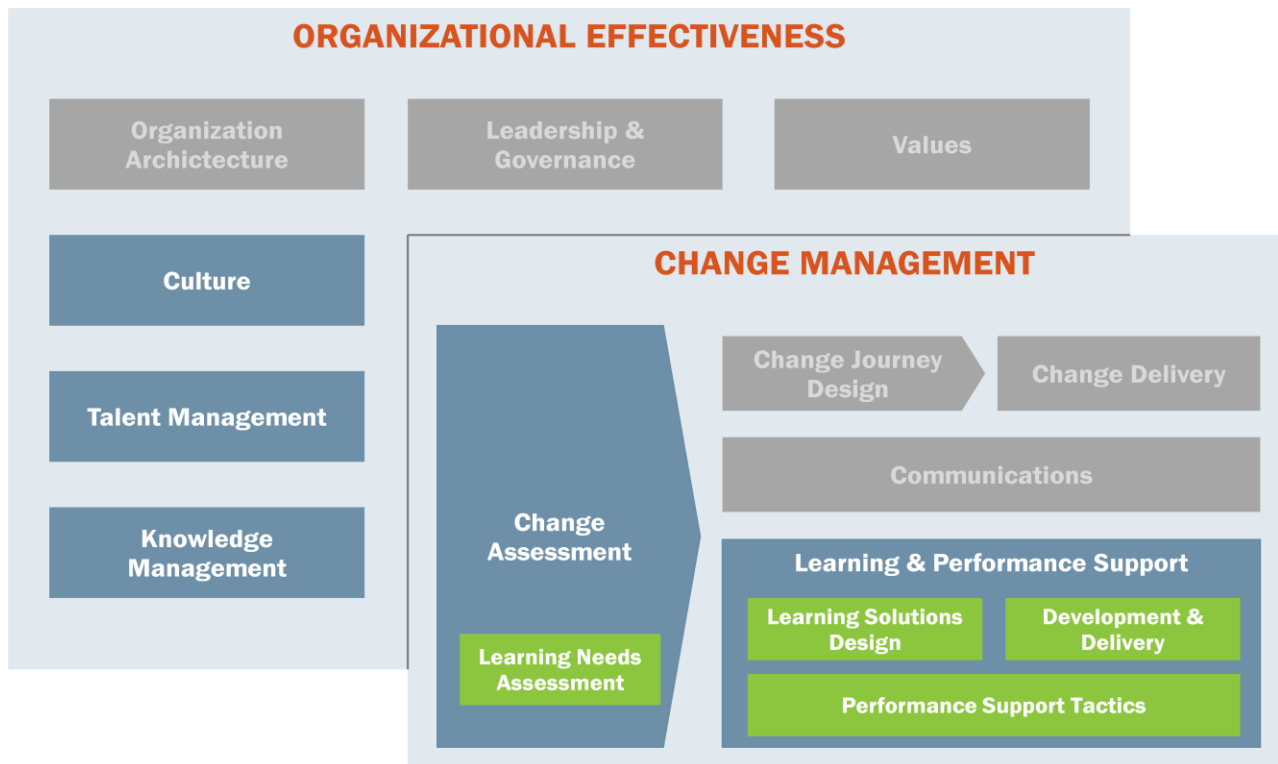
- Culture and the degree to which training experiences forge common bonds across functional areas
- Talent management framework and existing integration of training opportunities with employees' career development goals
- Knowledge management environment and the extent to which employees share and leverage assets

### Outcomes

- Balanced delivery of online, instructor-led, and blended learning for optimal cost-benefit ratio
- A curriculum that helps clarify role expectations
- Improved visibility into career progression
- Increased relevance of training for employees

### Benefits

- Consistency of learning experience leads to predictable skill growth and work quality
- Decreased time to proficiency leads to better utilization, greater capacity and higher performance
- Ability to repurpose or allocate employees to other parts of the organization
- Efficient and predictable return on learning investments



## THE SATORI APPROACH

We work with organizations to articulate and implement a Learning and Performance Support strategy that draws from a deep understanding of Instructional Systems Design and supports key business drivers.

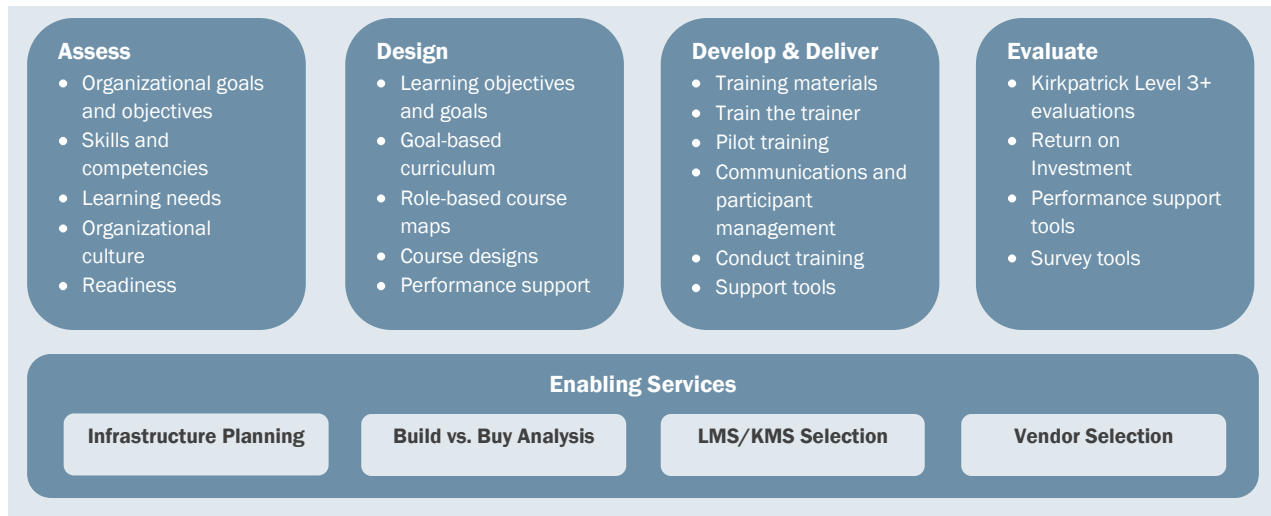
### Assess

- Assess organizational and individual learning needs
- Articulate key skills and competencies

- Create participant receptivity to training
- Identify curriculum and performance gaps
- Document systems requirements

### Design

- Design curriculum to achieve learning goals
- Identify existing courses to fill curriculum gaps
- Design courseware to fill remaining gaps
- Select appropriate delivery methods



### Develop & Deliver

- Build and/or source training materials
- Integrate online and instructor-led training with Learning Management Systems
- Provide implementation plans targeted to roles
- Document success criteria

### Evaluate

- Evaluate of ongoing training
- Modify training as necessary based on feedback
- Assess and modify existing tools and processes
- Update performance support processes

### Enabling Services

In addition to the core Learning and Performance Support elements, Satori also provides services that enable performance, including:

- Assessing benefits of building vs. buying systems
- Supporting systems integration efforts
- Measuring ongoing performance improvements
- Selecting vendor(s)

*At Satori Consulting, our mission is simple: to work side-by-side with clients to discover opportunities and solve problems. We strive to provide both comprehensive and expert service, mindful of every client's unique needs. Our team of highly-skilled management consultants brings a wealth of industry and functional experience to provide wide-ranging services in project and program management, risk management, change management, organizational effectiveness, strategy and advisory, business process engineering, performance management, and infrastructure and technology.*



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