

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

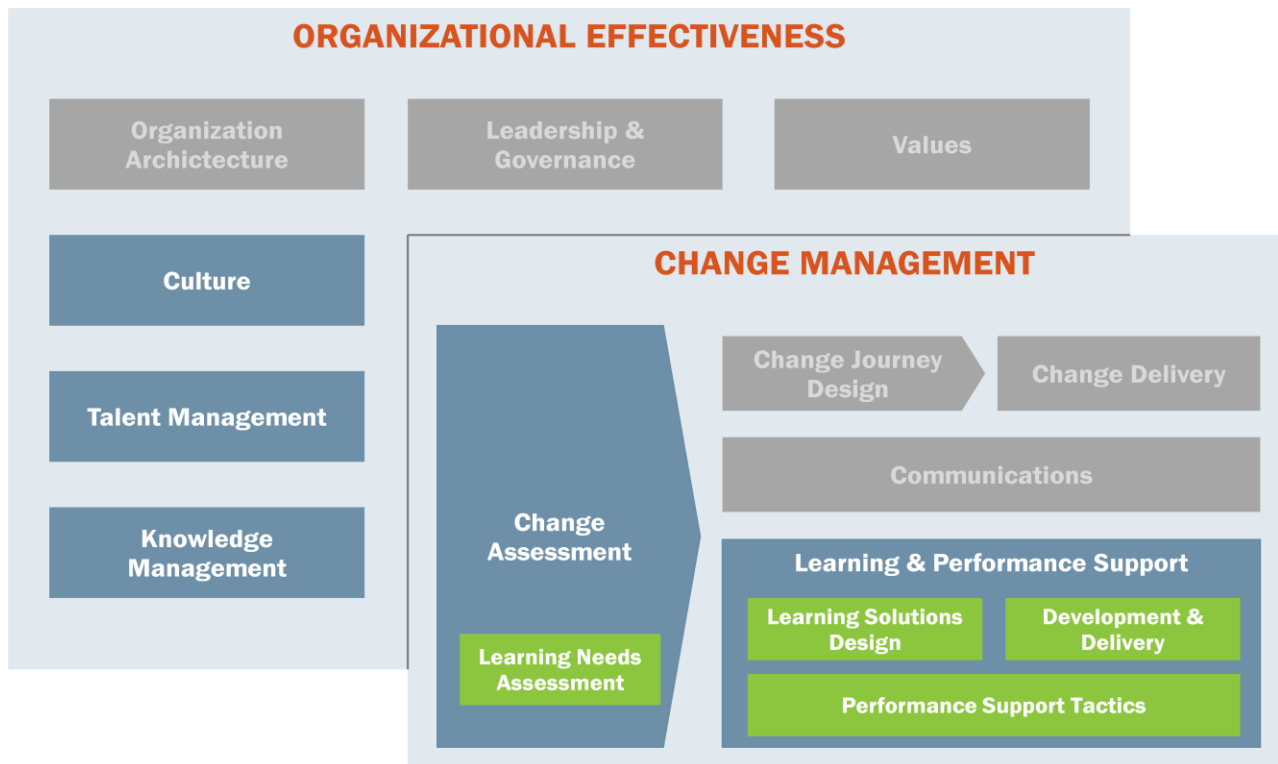
- Culture and the degree to which training experiences forge common bonds across functional areas
- Talent management framework and existing integration of training opportunities with employees' career development goals
- Knowledge management environment and the extent to which employees share and leverage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

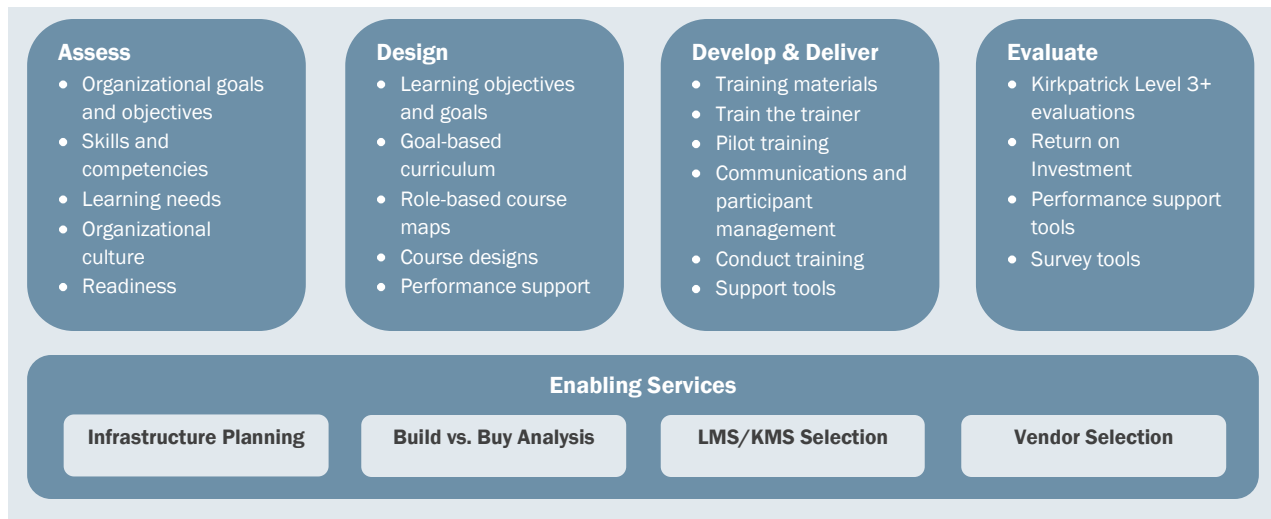
We work with organizations to articulate and implement a Learning and Performance Support strategy that draws from a deep understanding of Instructional Systems Design and supports key business drivers.

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
- Identify ongoing performance support programs
- Engagement of key stakeholders throughout the process



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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