IMPLEMENTATION PHASE

PERFORMANCE-BASED TRAINING BEST PRACTICES

- Select and prepare the "right" trainers to deliver instruction the way it was designed.

- Install and validate accessibility and functionality of e-learning to ensure the training is working as designed.

- If you developed a blended solution, ensure that all components are delivered as designed.

- Be prepared to deal with resistance to new performance that surfaces during the implementation. Report on this resistance to stakeholders, important decision makers, and managers.

- Disseminate your reports to managers throughout the company who are responsible for the input, process, or output parts of the work process your training is addressing.

- Throughout implementation, stay in touch with the feelings and attitudes of important players by: 1) maintaining regular communication; 2) keeping them informed of new changes and developments; and 3) letting them know that you're interested in their continued feedback.

- Be diligent in your training project management process by: 1) creating a robust implementation plan; 2) replicating and distributing all materials; 3) preparing trainers; and 4) providing implementation and maintenance support before, during, and after the training.

- Conduct an evaluation several months after the program is implemented to test the effectiveness, efficiency, impact, and value of the training over time. Be ready to adjust your training materials to align with your findings.

PERFORMANCE-BASED NON-TRAINING BEST PRACTICES

- Install and validate accessibility and functionality of any virtual non-training resources.

- Include stakeholders in updates to discuss the implementation and to continue suggesting non-training solutions.

- Watch how people in the organization respond to the intervention — is it easy to implement? Is it similar to past practice? Can users easily modify it? Does it have any social impact?

- Plan a large-scale, systemic implementation to look for: 1) synchronization between your intervention and the organization's culture; 2) support for specific items in the strategic plan; and 3) any new negative external forces.

- Partner with the right people to properly implement the interventions — look for business partners in the HR department, SMEs, managers, trainers, other consultants who specialize in compensation, management development, etc.

- Along with your stakeholders and clients, become a champion of the change by helping to: 1) develop a strong communication plan to supplement the launch interventions; 2) emphasize the strengths of the intervention and its changes; 3) acknowledge its weaknesses; and 4) provide rewards, incentives, feedback loops, status reports, etc.

- Provide an ongoing status report that includes how well the non-training solution is working, the effect on the target group, and any modifications made to the original plan to address new concerns.

- Be diligent in your non-training project management process by: 1) creating a robust implementation plan; 2) replicating and distributing all materials; 3) preparing implementers; and 4) providing implementation and maintenance support before, during, and after the implementation.