



## Partnering to Improve Performance

If you think of training organizations only when you need a one-day refresher course, you might be missing out on services that will improve performance. Dr. Elizabeth Treher, founder of The Learning Key, Inc., a training and development consulting firm specializing in solutions for technology-based organizations, offers these questions to consider:

- **Are your Standard Operating Procedures (SOPs) user-friendly?**

Subject matter experts are often called upon to write or train on SOPs, but may not have that expertise. The right training firm with experience in your industry can work with your SOP content to ensure it can be understood, effectively used, and trained on. Training then should focus on applying the SOP. Training companies can co-facilitate with experts or offer coaching for those who go it alone.

- **Do you know where your development opportunities are?**

Employee development is crucial for recruitment and retention. Ask your training partner to help assess strengths and weaknesses. For example, one pharmaceutical company partnered with The Learning Key, Inc. to provide customized 360-degree feedback surveys to their employees, giving them new insights into strengths and uncovering areas for future development.

- **Are your employees working at peak performance?**

One survey estimated the total cost of employee turn over was at least 150% of the exiting employees' annual salaries. With that investment at stake, many companies partner with training and

development firms to offer executive coaching. An experienced coach works one-on-one with employees, making the difference between acceptable and exceptional performance.

- **Do your employees really understand your business?**

Partner with experts in adult learning if you want to develop new employee orientation programs that motivate, not overwhelm. Training-design professionals can make suggestions for interactive orientation activities that are much more memorable than the usual lecture or demonstration. Examples from The Learning Key, Inc. include The PHARM Game® about pharmaceutical drug development and BigBuck\$\$® for the banking industry. New and current employees apply their knowledge and learn while playing. Some pharmaceutical companies customize the games with their logos and company-specific content.

- **Are you getting a good return on your training investment?**

Quantifying training results is often difficult and a partner in the training industry can help provide meaningful ROI data. Training professionals can design evaluations that measure skill development and work with you to present data to justify expenditures. Many of The Learning Key's workshops have ROI of more than \$12,000 per employee.

Contact us for more details about how we can help you develop or implement a training plan for your organization. Please call 800-465-7005 or e-mail us at [info@thelearningkey.com](mailto:info@thelearningkey.com).