

Welcome to ASTD's Analyzing Human Performance Certificate Program

Course Objectives

During this course, you will:

- Analyze human performance using the Performance DNA™ process and toolset.
- Develop a project definition and foundation using the Business Analysis phase.
- Identify key performers and overall organizational strategy using the Performance Analysis phase.
- Identify key processes and tasks using the Key Performer Analysis phase.
- Assess influences on performance using the Influence Analysis phase.
- Consolidate data and report out 'findings' using the Influence Analysis phase.

Table of Contents

Module 0 – Orientation Overview	<u>page</u>
Module Objectives and Agenda.....	0.1
Course Objectives	0.2
Activity 1: Introductions and Outcomes from Workshop.....	0.3
Activity 2: Dixieland Cup Factory.....	0.4
Orientation Wrap Up.....	0.9
Module 1 – Concepts and Principles of HPI Analysis	
Module Overview and Objectives	1.1
Lesson 1: General HPI Concepts and Principles	1.2
Lesson 2: Hierarchy of Performance	1.15
Lesson 3: Introduction to Performance DNA	1.19
Lesson 4: The HPI Model	1.23
Module 1 Wrap Up	1.29
Module 2 – Demonstration: Using the Toolset	
Module 2 Overview and Objectives	2.1
Lesson 1: The Performance DNA Analysis Toolset.....	2.7
Module 3 – Conducting the HPI Business Analysis Using PDNA Business Analysis Toolbox	
Module Overview and Objectives	3.1
Lesson 1: Getting the Project Started.....	3.3
Lesson 2: Getting Senior Management Buy-In	3.7
Module 3 Wrap Up	3.10
Module 4 - Conducting the HPI Business Analysis Using PDNA Performance Analysis Toolbox	
Module Overview and Objectives	4.1
Lesson 1: Performance Analysis Toolbox: Challenges & Opportunities	4.4
Lesson 2: Conducting Interviews.....	4.13
Lesson 3: Gap Analysis	4.16

Module 4 Wrap Up	4.20
------------------------	------

Module 5 - Conducting the HPI Business Analysis Using PDNA Key Performer Analysis Toolbox

Module Overview and Objectives	5.1
Lesson 1: Describing Key Processes and Tasks	5.3
Lesson 2: Uncovering Overt Tasks & Critical Information Materials	5.7
Module 5 Wrap Up	5.15

Module 6 - Conducting the HPI Business Analysis Using PDNA Influence Analysis Toolbox

Module Overview and Objectives	6.1
Lesson 1: Formulate a Hypothesis	6.3
Lesson 2: Testing a Hypothesis	6.4
Module 6 Wrap Up	6.12

Module 7 – Results and Recommendations

Module Overview and Objectives	7.1
Lesson 1: Consolidation and Reporting	7.2
Module 7 Wrap Up	7.7

For more information, contact ASTD Customer Care at 1.800.628.2783 or 1.703.683.8100

Email: customercare@astd.org

(Monday – Friday 8 a.m. to 6 p.m. EST)