

# Welcome to ASTD's Selecting HPI Solutions Certificate Program

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## Course Objectives

“Prescribe the right solution for closing performance gaps”

Once you have uncovered the performance issues, it is important to find the right solution.

By the end of this course, participants will be able to

- Define the six root cause categories from the ASTD HPI Model (without memory aid).
- Explain the influence categories from Performance DNA® Influencing Analysis (without memory aid). © 2004 Platinum Performance Group. All rights reserved.
- Identify and describe benefits, limitations, etc. (without memory aid) for at least 2 - 3 solutions, identified from root cause data, in each of the influence areas.
- Accurately link a problem's influences to the appropriate solution(s) based on the data provided.
- Identify constraints/limitations/side effects related to the potential solution.
- Use data to support recommendations to the client regarding the proposed best solution(s).
- Influence the client to use the data to make solution decisions.
- Handle client resistance.
- Identify, in general terms, the expertise required to influence and support the client in design/development/implementation of a solution.
- Successfully (as defined by the client) implement the appropriate solution when such an opportunity arises.

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For more information, contact ASTD Customer Care at 1.800.628.2783 or 1.703.683.8100  
Email: [customercare@astd.org](mailto:customercare@astd.org)  
(Monday – Friday 8 a.m. to 6 p.m. EST)