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.

© ASTD, Inc.

Table of Contents

Module 0 – Orientation Overview

page

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)

© ASTD, Inc.