



## Mentor Performance Enhancement Projects

Approach to Measurable Performance Improvement in any area

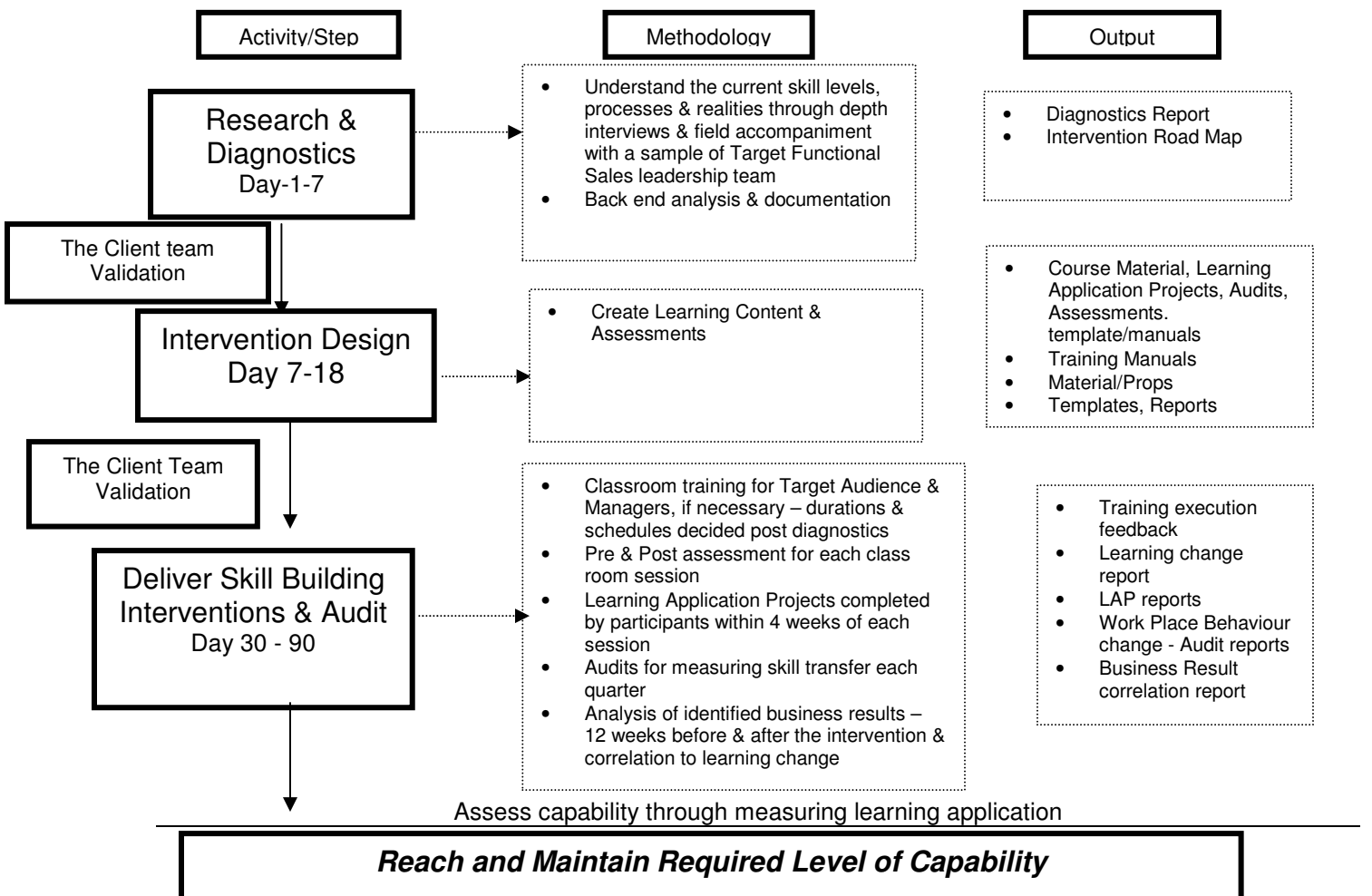
### Background

The Client is an established organization in any segment with an operation across India. The Client is attempting to improve business performance by developing capabilities in their target level of workforce. This document outlines Mentor’s approach to the design and delivery of the intervention.

### Mentor’s Approach to the Intervention

The hypothesis for this intervention is that if the specific business result to be influenced is identified and hence plan the relevant skills are built in the target group of Sales Officers, there will be a change in behavior leading to an improvement in the quality of transactions, hence productivity/achievement of objectives. However the Key lies in identifying business results, linking learning activity to business results & track/measure progress through a 12 week period of learning activity.

The following is a graphic representation of the intervention which will identify and then address the need for development of a Mentoring System.





The approach is detailed in terms of duration, activity description & time line below:

Since the intent is to improve sensitivity & skills there is a need to create adequate opportunity for habit formation. For this intervention to be successful Mentor recommends the following;

### **Day: 1-7**

Understand the current skill levels, processes & realities through depth interviews/ workplace observations with a sample of Target Audience Depth interviews with Sales leadership team. This will help generate an accurate learning need analysis leading to a Learning Road Map document. This can be validated by the Client team.

### **Day: 7-15**

Based on the LRM Develop a Multiple Stimuli Learning Program for Target Audience (& a sensitization program for Managers, if necessary) consisting of

- Skill test on the identified dimensions to establish current skill level
- Pre work (1 hour) duration to excite/ motivate the learner to come into the class room
- 16hours in Class room for familiarizing & developing target behaviours
- Followed by 8-12 hours of Learning Application Projects + Self Learning Activity done at the convenience of participants over a 4 week period
- A variant of the skill test to measure change in learning.
- An audit template to be administered to the managers of participants to assess the extent of trial & skill transfer – 8/12 weeks after class room session.

Complete Identification of the participants & schedule the intervention

### **Day: 15– 30**

Complete the entire learning process – Pre-work, Class Room, and LAP Assignment (and repeated over the following two quarters if the schedules are split)

### **Day: 90-100**

Complete the audit process & report extent of trial/skill transfer. Validate perceptions of behaviour change through Business Result Correlation

## ***Detailing of the Intervention & Deliverables***

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The Following are Mentor's deliverables for this Intervention:

1. A diagnostic report & an Intervention Road Map
2. Design and development of Learning Intervention in the multiple stimuli model – Skill Test, Pre-work, Class room Session, Learning Application Project, Simulation & Audit - based on the diagnosis
3. Delivery of the intervention developed for all the identified team members
4. A report on measurement of skills and behavior change post the interventions