

Our assessment and development tools help you fulfill the promise of training.

The all-important question: *What's the biggest threat to the success of learning and development programs?*

Is it the content? Or the instructor? Is it the classroom environment?

It's actually none of those.

It's the **existing habits** that participants already have, related to the skills they've just learned about in your courses.

If there's no follow-up and coaching after the program, the odds of their actually applying the new skills on the job are almost ZERO.



We know. We've been there. We understand the frustration you feel when you invest in an outstanding training program and later find out participants don't use the skills back on the job.

We've created assessment and development tools that help you create lasting changes in behavior, achieving the ROI you hope for.

"Performance Support Systems is the epitome of the client-centered, high-integrity, high-support company with world class products. You could look for a lifetime and not find its equal."

– Bud Cummings, Professional Development Associates

The ASSESSMENT Tool: 20/20 Insight GOLD

Assessment is the first step to improved performance. Our 360/survey software makes it a snap to gather feedback about individual, team or organization performance so you can focus your resources on the greatest need. You start with a baseline survey, survey again later during follow-up, and then compare the two sets of results to measure performance improvements.

20/20 Insight GOLD's customization capability makes it possible to use a single tool for several applications:

- ✓ Needs analysis
- ✓ Pre-training assessment to identify initial skill levels
- ✓ Leader and individual contributor development
- ✓ Team and organizational effectiveness
- ✓ Employee engagement
- ✓ Customer satisfaction

[Watch this video to learn more.](#)

The DEVELOPMENT Tool: Strong for Performance

To create lasting improvements on the job, people need practice, coaching and feedback. Our online system, Strong for Performance, delivers this.

Participants receive 24/7 access to a unique set of resources that reinforce what they should be doing. You can customize the program for groups of participants, so they access only the resources you want them to see – plus, you can add links to your own custom content!

- ✓ Access to a wealth of multi-media content
- ✓ A proven three-steps process that rewires the brain for a new skill
- ✓ Accountability through online interactions with support coaches
- ✓ Progress checks by requesting feedback from stakeholders

How you can use Strong for Performance:

- ✓ As part of a training class
- ✓ Stand-alone development
- ✓ For post-training follow-up
- ✓ Complement executive coaching

[Watch this video to learn more.](#)

Schedule a demo with Meredith Bell: <https://calendly.com/meredithbell>