Doing Right by Your Clients
Surfing the Performance Improvement Zone

Consulting
Organizational Intelligence
Project Management
Learning & Performance Improvement

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Steven W. Villachica, PhD, is an Associate Professor of Organizational Performance and Workplace Learning at Boise State University. His current research interests focus investigating what instructional designers do in the workplace and decreasing ramp up time to competent performance for newly graduated employees. A frequent author and conference presenter, Steve is a member of ISPI, ASEE, ATD, and AECT.

It’s all about delivering valued behavior change in the workplace in ways that meet organizational goals!
Organizational Performance & Workplace Learning

♦ All online master’s program
  - Since 1987
  - Graduated over 700 students
  - Semester enrollment ≈ 150 students

♦ Certificates
  - Workplace performance improvement
  - Workplace instructional design
  - Workplace eLearning & performance support

http://opwl.boisestate.edu/
Courses that I Teach

♦ OPWL 537 Instructional Design
  - Performance-based training for the workplace
  - Real project with real client
  - Qualify a request for training
  - Conduct performance, learner, and task analyses
  - Design objectives, an assessment, and instructional plan

♦ OPWL 547 Advanced Instructional Design
  - Decrease development time while improving quality
  - Personas, rapid iterative prototyping, usability testing

♦ OPWL 551 E-Learning Content Design
  - Storyboarding
  - Training and performance support
Surfing the Performance Improvement Zone to Do Right by Clients
Learning & Performance Improvement

Components
♦ Improve workplace performance in ways that meet missions and business goals
♦ Help others in the organization act like its best
♦ Evidence-based practices
♦ Collaborative problem solvers

So What?
♦ Training is one way to improve performance
♦ There are many other ways to improve performance
♦ Deliver valued results
♦ Reproduce success
Organizational Intelligence

Components
♦ Mission
♦ Values
♦ Business goals
♦ Processes
♦ Structure (how work does/doesn’t get done)
♦ Culture
♦ Stated versus real priorities

So What?
♦ How the system works
♦ How you can work the system
♦ Alignment and sponsorship
Consulting (Internal & External)

Components
♦ “Professional advice and service”
♦ Asking and listening
♦ Bonding
♦ Shaping expectations
♦ Avoiding surprises
♦ Dancing the “consultant’s back-step shuffle”

So what?
♦ Credibility
♦ Sponsorship
♦ Seat at the table
♦ Short-, mid-, and long-term time frames for planning
♦ Repeat business
Project Management

Components
- Scope of work, schedule, & budget
- Critical success factors
- Risks and mitigation strategies
- Roles and responsibilities
- Review & approval procedures
- Communications
- Coordination
- Proposals and team charters

So what?
- Choreographed success story
- Deliver expected quality on time and within budget—or better
The Performance Improvement Zone
Where the 4 Components Come Together

- Align and re-align as the ground shifts
- Troubleshoot project problems
- Secret handshake
- Know what to ask for
- Help clients obtain valued results
Thank you

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