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For Immediate Release

Performance Consulting A Practical Guide for HR and Learning Professionals

By Dana Gaines Robinson and James C. Robinson

The first edition of *Performance Consulting* introduced a concept that has become a cornerstone of the human resource, learning, and organizational development fields: training and HR solutions do not work in a vacuum but must be tied to an organization's business goals. Performance consultants are not biased toward any specific type of solution but rather partner with their clients to determine what combination of solutions will best provide systemic, sustainable performance improvement in line with an organization's needs.

In this thoroughly updated edition, Dana and James Robinson provide a more robust conceptual framework and improved tools and techniques. They help readers master both the science (the analytical and assessment techniques) and the art (the consultative and partnering practices) of performance consulting. For the science, dozens of new tools, templates, and techniques are provided, including online resources available on the Berrett-Koehler website. Regarding the art, the Robinsons describe the concepts and practices of ACT—building access, credibility, and trust with business managers. In addition, two brand-new chapters have been added: one focusing on how to proactively identify performance consulting opportunities and the other providing answers to the questions the authors have been most frequently asked in the years since the first edition was published.

Dana Gaines Robinson is founder and President, and **James C. Robinson** is Chairman, of Partners in Change, Inc. They coauthored *Strategic Business Partner* and *Training for Impact*; coedited *Moving from Training to Performance*; and, with Ken Blanchard, coauthored *Zap the Gaps!* They are the recipients of the Distinguished Contribution to Workplace Learning and Performance Award from the American Society for Training and Development and the Thought Leadership Award from the Instructional Systems Association. The first edition of *Performance Consulting* won the Book of the Year Award from the Society for Human Resource Management.

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