



Performance Consulting Services

Our approach to Performance Consulting is to develop the effective performance of the teams and systems in the client organization. We adopt a holistic and systems-wide perspective, as we have found that this is the best way to uncover the levers that enable people to work together and achieve results.

Action Learning
Training Design
Training Development
Training Delivery/Facilitation

Coaching
Management Development
Team Skills Development

We work with our clients to understand the context within which staff are performing their work and identify the areas where they can benefit from support. This allows us to propose and develop approaches to building staff and systems performance that result in lasting change and sustained performance.

Selected Recent Assignments

International Agency	Developed a Skills Profile and Learning Needs Analysis through consultations with staff in a specialist role. Identified appropriate training providers to address prioritized needs.
International Agency	Designed and developed a new advanced course for managing financial resources. Worked with Subject Matter Experts to identify knowledge and skills gaps, and prepared a course syllabus for delivery by department staff.
International Agency	Advised the head of a network of several thousand staff on learning and performance. Developed a learning strategy that addressed business priorities. Reviewed existing learning programs and made recommendations for improving access to learning opportunities by increasing the use of web-based learning.

Selected Client Feedback

"I can't stop thinking of how much we have achieved in 2010. We have definitely moved the network forward, to a new and exciting place. We would not have been able to achieve this without your help. Let me take the opportunity to thank you for your guidance and support in 2010 and look forward to another successful year in 2011."

*Joyce Rompas
Head, ACS Network, World Bank*

"Michael was a consultant adviser to the World Bank Africa Region Results and Learning Unit over an extended period. He was a valued advisor to the Regional Learning Team, an excellent facilitator of strategic meetings, and an innovative developer and facilitator of operational learning activities. Michael impressed me with his technical competencies, solid understanding of the Bank's work and internal organization, exemplary behavior, and reliability in delivering on commitments. He is a quietly influential team player, who keeps the big picture always in mind without losing sight of important details."

*Diane Masone
Operations Officer, World Bank*

"As the main instructor in a seminar for 30 Heads of Agencies and Ministerial Departments and World Bank project managers, Michael was at ease in federating and creatively energizing a diverse group towards a common goal. Michael thinks out of the box with a focus on achieving results."

*Laurent Besancon
Team Leader, World Bank*

"I worked with Michael in a few workshops and courses at the World Bank, among them "Team Leadership" and "Stakeholders' Consultation." He is an extremely effective facilitator, able not only to manage the learning process effectively, but also to focus the activities of individuals and groups towards concrete results. His familiarity with multi-cultural approaches and contexts makes him at ease with participants with different backgrounds and learning styles. I would strongly recommend Michael for any workshop/training where a constructive and results-oriented facilitation is required."

*Paolo Mefalopolous
Sr Communications Officer, World Bank*