



Take a fresh look at training

Delivering  
Performance  
Improvement



T: 0845 458 9461 E: info@pts-uk.net W: www.pts-uk.net

## Guaranteed behavioural change

**A statement as bold  
as it is appealing....  
But is it possible?**

**A guarantee is usually applied when there is little risk of failure; it infers the perfect correlation, if you do “A” then “B” will always happen!**

In making such a statement therefore any solution has to be robust.

Understanding the reasons for certain behaviour is a major subject in its own right. However, in the commercial world there is a limit to how much time and energy an organisation is prepared to expend on changing an individual's behaviour. Ultimately, in many cases a behavioural issue ends in either a redeployment or disciplinary matter.

Taking this into consideration, a process that offers something closer to a perfect correlation, (i.e. if you do “A”, then “B” or “C” are the only results) would be appealing.

And it is possible.

By applying the following five elements a robust development process for either the behaviour, or the employment status, will change:

1. Recognition
2. Education
3. Application
4. Management (Measure, Monitor, Coaching and Developing)
5. PDP or Redeployment or Disciplinary

Overleaf we use an example which illustrates how ‘*management intervention*’ is a critical element in the process.

*Continued...*



Take a fresh look at training

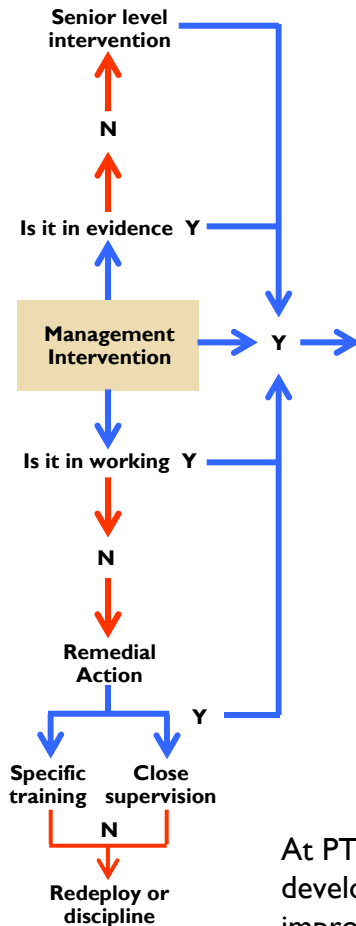
Delivering  
Performance  
Improvement



T: 0845 458 9461 E: info@pts-uk.net W: www.pts-uk.net

## Guaranteed behavioural change *Continued*

### Management intervention is a critical element in the process



Take a fresh look  
at training

### Is it in evidence?

If the answer is “Yes” then at least we are aware that support is present. If the answer is “No” then a more senior level of intervention is required for that element of the process to be effectively addressed.

### Is it working?

Having established that it is in evidence is not sufficient to blindly move to the next stage. If the answer is “Yes” then move to the next stage. If not, then more intervention is needed. This could take the form of specific training or close supervision to add a degree of urgency to its resolution. If this remedial action is not effective then either the person is unsuited to the role or there is a more serious problem requiring disciplinary action.

This structure can be applied to each element of the process to ensure the rigour remains until the revised behaviour is sufficiently anchored to become the normal way of working.

This process assumes that the behaviour, for whatever reason, is not suitable for the role and has to change as it is hindering progress and is therefore of benefit to both the individual and the organisation.

At PTS we aim to ensure that your training and development programmes deliver robust performance improvement.

**Contact us to discuss staff behavioural issues.**



Progressive Training Services Ltd

PTS has a wealth of expertise spanning 25 years.

Progressive Training Services Ltd  
Little Fellows, 1 High Houses, Mashbury Road, Great Waltham, Essex CM3 1EL  
T: 0845 458 9461 • E: info@pts-uk.net • www.pts-uk.net

*Delivering Performance Improvement*