



**International Society for  
Performance Improvement**

WHERE KNOWLEDGE BECOMES KNOW-HOW

Michigan Chapter



1

# PERFORMANCE CONSULTING FROM THE “EXPERTS”

# The Questions

2

- **Credentials**
  - Briefly share a bit about your PI career.
- **Competencies**
  - What competency or competencies do you find are most valuable to you? To your clients?
- **Tools**
  - What single tool has been most useful to you throughout your PI career?
- **Current State**
  - Reflecting on your career, what word or phrase comes to mind as to the state of the PI field?

# The Panel

3

- **Dan Hurley**
  - Executive Strategist, Leader, Facilitator, Coach, Consultant
- **Theresa Morris**
  - Director of Performance Improvement for i3Logic
- **Anne Apking, CPT**
  - Independent Performance Improvement Consultant
- **Eileen Banchoff, Ph.D., CPT**
  - Independent Performance Improvement Consultant

# Credentials

4

- **K-12 Educator**

- English, Journalism, Fundraising
- BS • Social Studies, MA • Teaching of English, Reading Endorsement

- **Adult Learning Specialist**

- Instructional Designer, Consultant, Coach
- Ed.S/Ph.D • Instructional Technology
- Certified Performance Consultant
- Certified Woman Business Owner



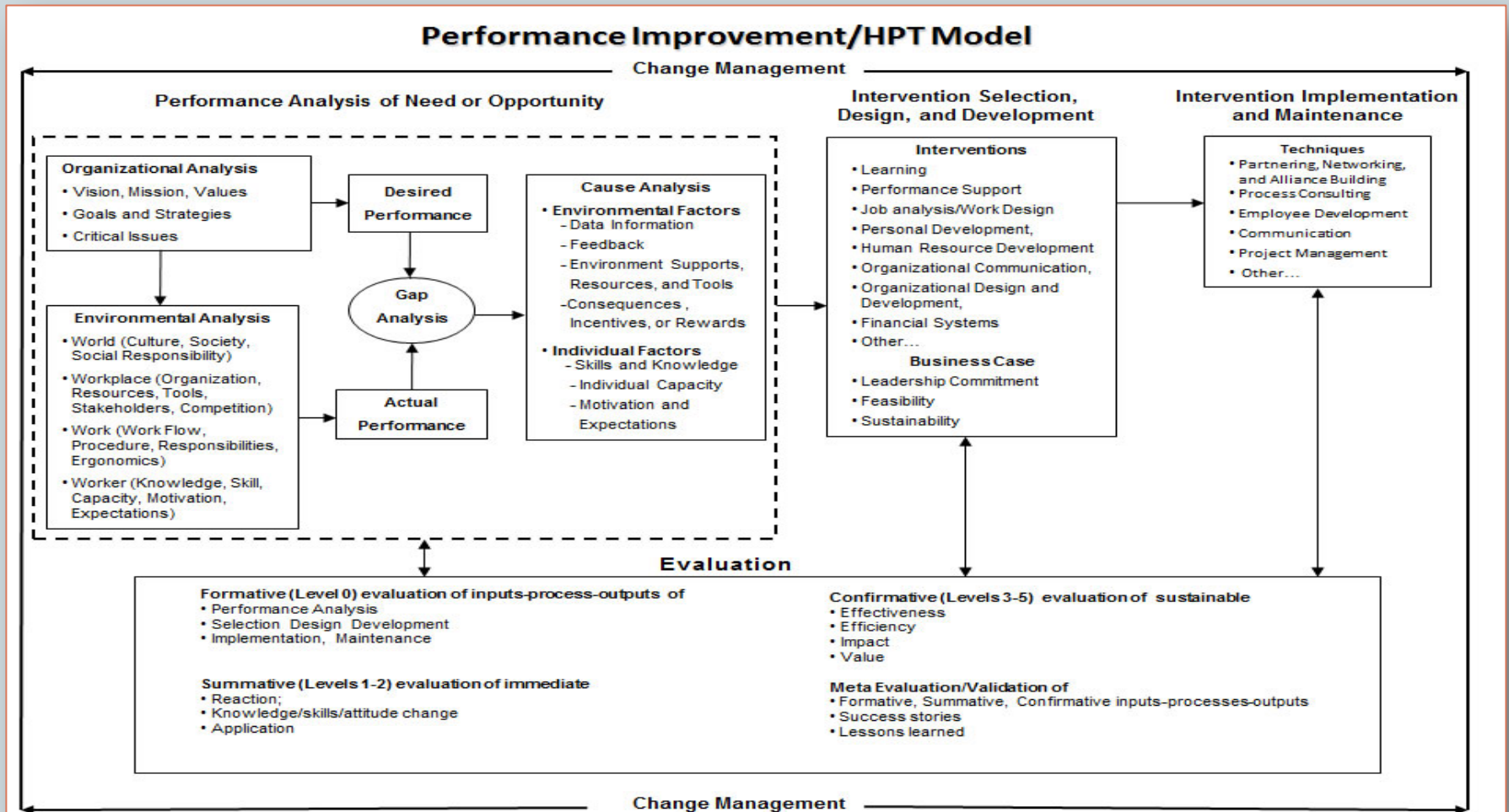
# The Process

5

- **Human**
  - The individuals and groups that make up our organizations
- **Performance**
  - Activities and measurable outcomes
- **Technology**
  - A systematic and systemic approach to solve practical problems

# The Model

6



# Competencies

7

- **Ask questions, synthesize answers**
- **Analyze component parts (multiple viewpoints)**
- **Analyze performance and environment**
- **Manage project**
- **Map stakeholders**
- **Be resilient, resourceful, creative**

# Tools

8

- **Gilbert's Model**
  - Gilbert's Behavior Engineering Model (BEM)
- **Brinkerhoff & Apking Model**
  - High Impact Learning (Impact Map)
- **Banchoff**
  - Right Brain & Left brain



# Current State

9

- **Fragmented**
- **Precarious**
- **Results-focused**
- **Evidence-based**

# Your Questions

10

- **Your Credentials**

- Give one sentence on your HPT background.

- **Competencies**

- What competency or competencies do you find are most valuable to you? To your clients?

- **Tools**

- What single tool has been most useful to you throughout your PI career?

- **Current State**

- Reflecting on your career, what word or phrase comes to mind as to the state of the PI field?

# Contact Me

11

**Eileen Banchoff, Ph.D., CPT**

**Banchoff Associates, Inc.**

**16817 Silverado Drive**

**Southgate MI, 48195**

**734-250-7848**

**[banchoff@banchoff.com](mailto:banchoff@banchoff.com)**

