

#### ExGAP™ Skills

##### Highlights:

- Site specific training conducted by specialists in closing the execution gap
- Topics include:
  - Principles of Performance Improvement
  - Variation & Root Cause Analysis
  - Action Planning & Follow Through
  - Implementing Change
  - Priority Setting
  - Leadership & Motivation
  - Meeting Management
  - Communication
  - Conflict Management
  - Business 101

#### Developing Your Team

People generally have the *will* to perform, but often lack the *skill* required. ExGAP Skills provides managers and supervisors with the practical tools necessary to execute effectively and deliver results.

A skill development program with Perforex focuses on *what will change when you return to your job?* Perforex puts an emphasis on learning through experience, discussion and application, and not through lecture.

So while this is a classroom component, it is the workplace follow-up that separates Perforex skill development from others

#### ExGAP Skills, A Four-Step Approach:

- 1. Assess Needs** to identify the specific skills requiring attention. Based on this analysis, a schedule is developed to address your operation's specific training needs.
- 2. Customize Material** to be specific to your site. Perforex tailors training material to make it relevant for your staff.
- 3. Deliver Training** in small, on-site sessions. Perforex uses practical exercises and discussions to engage "learners" to make sessions relevant, interesting and fun.
- 4. Follow Up.** Learning happens in the classroom, application does not. So to ensure your organization benefits from the training, Perforex uses a variety of tools to gauge its effectiveness.

ExGAP Skills is like all other Perforex products; the focus is on results. Results in the world of training means modified behaviors in the work place that lead to superior performance and positive organizational impact. That's what Perforex delivers.

#### ExGAP™ Skills Deliverables

You will be provided with:

- A training schedule reflecting the needs assessment
- Customized training modules (PowerPoint format)
- Summary cards for each module
- A 2-3 hour classroom session for each module



*"I personally sat through all of the sessions and found them to provide specific tactics and tools that could be immediately used on the job. I have noticed the biggest improvement in the skills of our front-line supervisors. They have started to "manage" their crews versus being the firefighter or utility person on shift. This skills program has truly enabled my staff to become better managers."*

**President,  
Western Canadian  
Manufacturer**



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**Turn your management team into high performers.**