

CHART High-Performance Learning Brochure

When Learning Results Matter



ChartLearningSolutions.com



An overhead view of a business meeting around a wooden table. Several people are visible, some looking at laptops and others at documents. A red mug with coffee is on the table. A blue semi-transparent box is overlaid on the left side of the image, containing text.

Do You Know

Why Training Doesn't Work?

This is the question that Chart Learning Solutions resolved with our award-winning Training Accountability Platform & Performance Assurance System.

"T.A.P." Into High-Performance Training Accountability Platform

Training Accountability Platform


TAP into high performance results that train and retain employees through our unique blended learning platform. The architecture of TAP enables a culture of continuous improvement, creates a common language, guarantees performance accountability, and fosters meaningful dialogues between employees and managers to ensure transfer of knowledge. Finally, skills and behaviors meet business objectives. TAP allows for:

- Unlimited Learners, Coaches, and Learning Communities
- Learners may be organized by work groups or departments
- Optional award-winning courses in Sales, Customer Service, & Leadership
- Customized course creation, gamification, and micro-learning
- SCORM and AICC compliant on any device
- Platform customizable to your needs with your brand/logo

TAP can be licensed as an empty LMS (Learning Management System) or populated with our courses in Sales, Customer Service, and Leadership. Our award-winning blended learning system is a unique learning process called the Performance Assurance System (PAS).

Service and Technical Support

- 24/7 on-line technical support for unlimited users
- Hosted on CHART's server
- May create and add unlimited courses, videos, links, and learning aides
- Bulk sign-ups or individual



When you need new behaviors,
cultural change, and
accountability,
blended learning with our
Performance Assurance System
PAS is the answer.

When learning results matter.

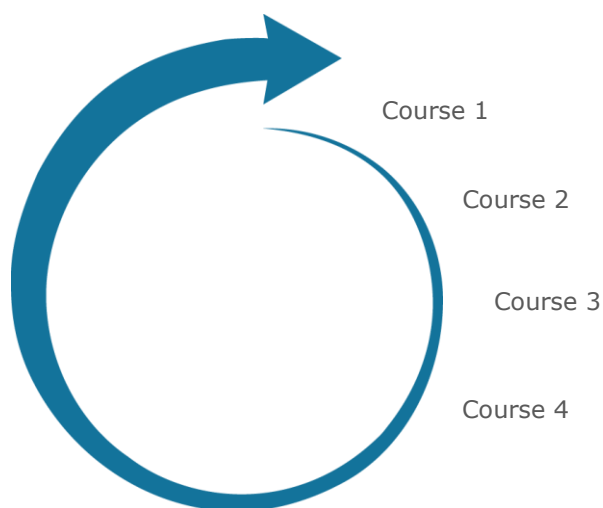
“P.A.S.” with High-Performance Performance Assurance System

Performance Assurance System

CHART’s Performance Assurance System (PAS) provides you with a five-time award-winning learning process that has revolutionized how organizations can achieve exceptional engagement results from training initiatives. In our PAS process, we blend the efficiency of eLearning with high-impact live coaching conversations so that your team energizes itself—all baked into the system with administrative tracking capabilities. Your entire organization will build high-performance results with collaborative *Learning Communities*, live coaching, sharing the best intellectual capital, continuous improvement, 24/7 access to a continuous learning path, and bringing out the best in people. Supercharge teams into inspired, high-performance!

Chart a Continuous Learning Path Your Future

Chart Learning Solutions offers off-the-shelf or customized courses with our Training Accountability Platform and Performance Assurance System. Our courses are organized into continuous learning paths—web-based interactive courses that provide a comprehensive blend of self-directed learning, emailable Application Activities, and Accountability Application Meetings facilitated by a live Coach. Upon completion of each course, Learners exhibit a mastery of skills, knowledge, and behaviors with their Coach. In CHART’s system, everyone earns an “A.” Our courses take learners on a comprehensive journey towards learning *as an energized, empowered way of life*.



A study conducted by the Manchester Group on the effects of coaching estimated a greater than 5:1 return-on-investment ratio.

An article in "Public Personnel Management" reported a study comparing training alone to coaching combined with training.

Training alone increased productivity by 22% while a combination training and coaching increased productivity by 88%.



Training Accountability Platform

Competitive Advantages

Us	"Them"
Built on a 30-year, field-tested accountability system that guarantees high-performance skill transparency and transfer of learning, verified through quizzes and an oral Accountability Application Meeting with a live Coach.	Quizzes only—no Coach interface or oral live testing
Every Learner earns an "A." No one can fail in CHART's accountability system.	Unalterable Quiz scores
Learners are required to score 100% on quizzes/games and demonstrate mastery by completing Application Activities that are emailed to their Coach for verification of completion and accuracy.	No <i>verified</i> skill transfer. "Click and test" system only.
Managers as Coaches know where to invest their time, rewarding high-performance and redirecting ineffective behaviors.	No participation by managers as Coaches.
Online Goal Action Planners (GAPs) are created between Learners and Coaches to eliminate performance obstacles. Additional rework may be assigned to remove obstacles and strengthen performance to the "A" level. Annual reviews are more insightful as managers can pinpoint strengths and opportunities for development. No Learner can "hide."	No online goal setting between Learners and Coaches. Managers only see a score and completion date.
Our LMS is continually tuned to the needs of our clients. We have a dynamic system that allows for specific client requests.	Fixed "take it or leave it" interface.
Continuous technical support and software upgrades without additional cost.	Options and upgrades are additional cost.
Our Professional Service Division offers expert Coaches to hold Learners accountable, verifying knowledge and application. Internal or external coaching sessions are part of our system's architecture.	Coaching is not required for completion of courses, nor are those services offered.

Benefits to Your Organization

1. Award-Winning Blended Learning System

Instills a culture of continuous learning and results-driven improvement as a consistent part of on-going learning initiatives

2. Coaching

Helps employers/employees identify and overcome performance and work satisfaction obstacles, while guaranteeing accountability through Coach/Learner meetings

3. Accountability

Measures skill gaps with Inventory Assessments, interactive tutorials, Application Activities, quizzes, games, and monthly Coach/Learner evaluation

4. Convenience

Courses delivered through the internet, accessible 24 hours a day, 365 days a year, eliminating travel expenses and down-time, plus able to take courses off-line

5. Innovative Technology

Interactive audio-graphic tutorials, interactive paperless Application Activities, cross-functional learning communities, coaching scheduler, and progress reports

How TAP & PAS Resolve Common Performance Issues

- Creates a common language and continuous process for driving results by eliminating duplicate efforts or hit and miss "spot" training approaches
- Integrates divergent resources into one organized plan, increasing accountability, learning transfer, retention, and enhancing peak performance
- Creates consistency in evaluation, progress reports, and performance results
- Maximizes efficiency by significantly reducing training time and costs
- Reaches unlimited learners in multiple locations through web-based courses
- Stabilizes training efforts with a proven producer development system
- Eliminates inefficiency and duplication of effort. Accelerates the speed of ramping-up productivity, resulting in a faster, guaranteed ROI. It is impossible for anyone to "fall through the cracks." This system enables complete transparency of learning. No one can "hide."

CHART Course Content

Sales Cycle-Management

1. PROSPECTING

- Psychology of Prospecting
- Prospecting Campaigns
- Telephone/Voice Mail Return
- Warm Call Referral Prospecting
- Dealing with Indifference

2. QUALIFYING

- The "Big Five" Qualifiers
- How Customers Make Decisions
- Finding Decision Makers
- Sales Funnel Stages for Advancing
- Developing Interest

3. BUILDING RAPPORT

- Great First Impressions
- Instant Rapport
- Building Trust
- Confidence in Any Situation
- Building Positive Relationships

4. QUESTIONING

- Overview of STeR Questions
- Pinpointing Needs
- Finding Problems
- Building Needs
- Questions that Sell for You

5. LISTENING

- Authentic Listening
- Increasing Concentration
- Building Curiosity
- Gaining Clarity
- Critical Listening

6. PRESENTING/RECOMMENDING

- Planning Persuasive Presentations
- Preparing Presentations that Sell
- Practicing for Perfect Delivery
- Presenting with Impact
- Avoiding Mistakes & RX for Anxiety

7. INFLUENCE TECHNIQUES

- Appropriate Use of Power
- Six Influence Techniques
- Getting Others to Follow Your Lead
- Influencing Change
- Credibility: Maximizing Core Influence

8. NEGOTIATION SKILLS

- Intro to Negotiation and Strategy
- Planning Effective Negotiations
- Opening Win-Win Discussions
- Exploring Win-Win Alternatives
- Reaching Agreement and Tactics

9. RESOLVING CONCERNS

- Psychology Objections & Concerns
- Preventing Objections & Concerns
- Steps for Handling Objections
- Resolving Objections Scripts
- Resolving Concerns in Large Sales

10. CONFIRMING/CLOSING

- Psychology of Confirming Sales
- How to Ask for the Business
- Increasing Closing Ratios
- Confirming Different Buyer Styles
- Getting to Yes

11. FOLLOWING THROUGH

- Upselling and Cross-Selling
- Preventing Buyer's Remorse
- Email Etiquette Follow Through
- Customer Feedback and Satisfaction
- Keeping Customers for Life

12. BUILDING REFERRALS

- Psychology of Building Referrals
- How to Ask for Referrals
- Quick-Results Referral Techniques
- Strategic Referral Techniques
- Networking Your Way to the Top

CHART Course Content

Sales Self-Management

1. PRODUCT KNOWLEDGE

- Product & Procedural Knowledge
- Competitive Knowledge
- Building Credibility
- Expert Image
- Industry Trend Resource

2. CONTACT MANAGEMENT

- Customer Relationship Management
- Sales Force Automation
- CRM Implementation
- Customer Experience Management
- Managing Customer Expectations

3. TIME MANAGEMENT

- Effectiveness: Missions/Goals
- Efficiency: Organization/Paperwork
- Scheduling Smarts
- Finding Hidden Time
- Maximizing Productivity

4. RESPONSIBLE INITIATIVE

- Personal Leadership
 - Initiative for Responsible
- Results
 - Achieving Results with Others
 - Personal Accountability
 - Overcoming Workplace
- Obstacles

5. MENTOR/COACHING

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Self-Coaching
- Giving and Receiving Feedback

6. CAREER DEVELOPMENT

- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

7. PROBLEM-SOLVING

- Early Problem Recognition
- Creative Problem-Solving
- Defining Problems Accurately
- Solving Problems for Good
- Confident Decision-Making

8. ETHICS

- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

9. STRESS MANAGEMENT

- Stress for Success
- Stress Management Techniques
- Resiliency
- Balancing Home and Career
- Preventing Job Burnout

10. REWARDS/RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

11. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception & Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding

12. PROJECT MANAGEMENT

- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

CHART Course Content

Customer Service Cycle-Management

1. FIRST IMPRESSIONS

- Greeting/Introductions
- Customer Courtesy
- Professional Image/Clothing
- Word Choices
- Telephone Skills

2. BUILDING RAPPORT

- Business Etiquette
- Instant Rapport
- Building Trust
- Confidence in any Situation
- Building Positive Relationships

3. QUESTIONING

- Information Gathering
- Pinpointing Needs
- Self-Service Questions
- Open-Ended Questions
- Controlling the Conversation

4. LISTENING

- Authentic Listening
- Increasing Concentration
- Building Curiosity
- Gaining Clarity
- Critical Listening

5. PROBLEM SOLVING

- Being a Service Consultant
- Negotiating "Can Do" Solutions
- Customer Mistakes
- Problem Solving Step-by-Steps
- Resolving Spin-Off Problems

6. DIFFICULT SITUATIONS

- Calming Upset/Irate Customers
- Difficult Customers
- Call Escalation
- Handling Complaints
- Delivering Bad News

7. FOLLOW THROUGH

- Customer Feedback
- Thank-Yous
- Follow-Through
- Upselling/Up-servicing
- Dealing with Buyer's Remorse

8. BUILDING RELATIONSHIPS

- Remembering Customer Names
- Cultivating a Service Personality
- Staying in Touch
- Customer Appreciation
- Promoting Repeat Business

CHART Course Content

Customer Service Self-Management

1. PRODUCT/PROCEDURAL KNOWLEDGE

- Product & Procedural Knowledge
- Competitive Knowledge
- Building Credibility
- Expert Image
- Industry Trend Resource

2. TIME MANAGEMENT

- Service Effectiveness
- Service Efficiency
- Service Scheduling Smarts
- Finding Hidden Service Time
- Maximizing Service Productivity

3. GETTING AND GIVING HELP

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Customer Experience Management
- Managing Customer Expectations

4. RESPONSIBLE INITIATIVE

- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Workplace Obstacles

5. SERVICE ATTITUDE

- Positive attitude
- Character/Integrity
- Service Mistakes
- Equal Respect
- Service Resiliency

6. STRESS MANAGEMENT

- Stress for Success
- Stress Management Techniques
- Resiliency
- Balancing Home and Career
- Preventing Job Burnout

7. REWARDS/RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

8. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

CHART Course Content

Leadership Development

1. TIME MANAGEMENT

- Missions/Goals/Manage "A" Priorities
- Eliminating Time Wasters
- Scheduling SMART
- Finding Hidden Time
- Maximizing Productivity

2. PROJECT MANAGEMENT

- Intro to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure

3. CHANGE MANAGEMENT

- Understanding Change
- Initiating and Leading Change
- Four Stages of Change Transitions
- Communicating Through Change
- Leading Non-Stop Change

4. COACHING AND MENTORING

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Self-Coaching
- Giving and Receiving Feedback

5. EXPERTISE/EMPLOYEE RETENTION

- Depth and Breadth of Knowledge
- Confidence in any Situation
- Leadership Credibility
- Hiring the Right Talent
- Retaining the Right Talent

6. CAREER DEVELOPMENT

- Overcoming Workplace Barriers
- Assertiveness
- Meeting Skills
- Conflict Management
- Moving Up the Ladder

7. PROBLEM-SOLVING

- Early Problem Recognition
- 4 Stages of Creative Problem-Solving
- Defining/Analyzing Problems Accurately
- Confident Decision-Making
- Crisis Resolution

8. INFLUENCE

- Appropriate Use of Power
- Five Influence Techniques
- Getting Others to Follow Your Lead
- Unpopular Positions
- Win-Win Negotiation

9. ETHICS

- Introduction to Ethics
- Employee Ethical Responsibilities
- Ethical Dilemma Decision-Making
- Ethical Problem-Solving
- Leading Ethical Conduct

10. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

11. RESPONSIBLE INITIATIVE

- Personal Leadership
 - Initiative for Responsible Results
 - Achieving Results with Others
- Personal Accountability
- Overcoming Workplace Obstacles

12. REWARDS AND RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

CHART Course Content

High-Performance Team Building Series

STAGE 1: FORMING STAGE COURSES

1. Setting Team Ground Rules

- Understand the advantages and disadvantages of working in a team
- Define difference between a team and a group
- Apply the benefits of ground rules
- Select from a set of sample ground rules
- Implement eight steps to setting up ground rules for a high-performance team

2. A Great Start: Forming a High-Performance Team

- Understand the consequences of a poor team start
- Apply the four stages of building a team
- Implement nine steps for forming a high-performance team with a Team Charter

3. Communication Traits of Effective Teams

- Understand the communication traits of effective teams
- Apply the most important effective communication behavior
- Implement 20 communication traits of effective team members

4. SMARTER Goal Setting for Team Results

- Understand the benefits of goal setting
- Apply WOCC rules for effective goal setting
- Implement SMARTER team goals

STAGE 2: STORMING STAGE COURSES

5. Conflict Resolution in Teams

- Understand the underlying cause of all interpersonal conflict
- Apply options for handling conflict
- Implement a three stage process for resolving conflict

6. Building Team Trust and Respect

- Know the definition of trust
- Apply 9 ways to build team trust
- Implement 10 ways to earn respect in a team

7. Creative Problem-Solving in Teams

- Understand the biggest challenge in problem solving
- Apply steps for Creative Problem-Solving brainstorming in a team
- Implement a four stage process for creative problem-solving

8. Effective Team Decision-Making

- Understand the benefits of team decisions
- Know when to use decision-making in teams
- Implement strategies to prepare for team decision-making
- Apply three methods for team decisions

CHART Course Content

High-Performance Team Building Series

STAGE 3: NORMING STAGE COURSES

9. Consensus Building in Teams

- Understand the pros and cons of consensus
- Know the conditions for successfully reaching consensus
- Apply a quick-consensus model for urgent decisions
- Implement six steps for reaching team consensus

10. Giving Constructive Team Feedback

- Understand the conditions for giving constructive feedback
- Know how to deliver positive feedback
- Implement six steps for delivering constructive “opportunity” feedback and
- Apply a Fast Feedback technique

11. Responsible Risk-Taking in Teams

- Understand the definition of responsible risk-taking
- Know the characteristics of responsible risk-takers
- Employ a risk-taking assessment calculator
- Implement preparation steps for risk-taking

12. Overcoming Team Complacency

- Understand the dangers of team complacency
- Apply eight ways to defeat complacency

STAGE 4: PERFORMING STAGE COURSES

13. Rewarding and Recognizing Team Contributions

- Understand the importance of rewarding teams
- Apply “Thank-you” recognition tips
- Implement creative ways to reward team members

14. Keeping the Team Motivated

- Know what demotivates teams
- Understand how to identify hidden performance obstacles
- Apply steps for removing obstacles
- Implement nine ways to keep team members motivated

15. Measuring Team Performance

- Understand factors that contribute to poor team performance
- Apply four ways to measure team performance
- Implement the RASIC method for structuring high performance

16. Repeating Team Successes

- Know the attributes of repeatable success
- Analyze a successful system process for repeat success
- Apply a matrix for identifying root causes of success