



People, process and software working together for enhanced business results

Product Catalogue

May 2011

WELCOME

Welcome to this edition of the **Business Performance Product Catalogue**. Thank you for giving us the opportunity to showcase our range of management guides, tools and templates. We trust you will find resources here that will help you stay at the forefront of your profession and assist your business to grow.

In this issue, we are proud to release the new version of our **Project Scorecard**. The highlight of this new release is the addition of the bonus Post-Implementation Review Form at no additional cost. You can now gauge the satisfaction of your project team in a number of key areas. We are also pleased to announce the release of the Third Editions of each of our two very popular training template packs. Both our **Training Management Template Pack** and **Training Projects Template Pack** sport many new enhancements and the addition of new templates and forms. And you can still save 40% of the purchase price by buying the bundle of both template packs. Customers who purchased a previous release of one of these products after 1st July 2010 are eligible to receive the new version at no extra cost. See the product pages in this catalogue or on our web site for more details.

All purchases of our products are made via RegNow's secure transaction service. The online order form accepts all major credit cards and any of fifteen national currencies. Did you know that you can also purchase using a variety of other methods, including PayPal, telephone, fax and wire transfer? You can even place an order from your mobile device using the Mobile Order Form option.



Do you have a family member, friend or colleague who deserves a treat? Then show your appreciation by purchasing one or more of our products as a gift. Are you looking to reward your top performers in your workplace? Then reward them with an e-book or toolkit that will aid their professional development. Simply look for the **Give as a gift?** option on the second page of the online order form. You will be asked to enter the gift recipient information and a personal message. After you place the order, you will receive an order confirmation via email and your gift recipient will receive an email with instructions on how to receive the gift. What could be easier?

You can now stay informed about what's happening at **Business Performance** in a way that suits you:

- Check out the **What's NEWS!** section on our Home page
- Follow us on Twitter at www.businessperform.com/twitter
- Friend us on Facebook at www.businessperform.com/facebook
- Join the discussion on topical issues on our Blog at www.businessperform.com/blog
- Subscribe to our monthly newsletter at www.businessperform.com/subscribe



By joining us on Twitter and Facebook, you will also be treated to our daily management and training tips. Plus, as a valued subscriber to our monthly newsletter, you will enjoy special deals on our expanding product range. If you are not already a subscriber, then sign up now at www.businessperform.com/subscribe We trust you enjoy this edition of our catalogue.

Best wishes,

Vicki Heath
Director

CONTENTS

ABOUT BUSINESS PERFORMANCE PTY LTD	1
CONTACT US.....	1
HOW TO BUY A PRODUCT	2
MONEY BACK GUARANTEE POLICY	4
WORKPLACE COMMUNICATION	5
Organization Communication Assessment	5
2 Way Feedback.....	5
CAREER MANAGEMENT	6
Career Enrichment Tool Kit	6
Succession Planner	7
CHANGE MANAGEMENT.....	8
Managing Change in the Workplace	8
PROJECT MANAGEMENT.....	9
A Guide to Project Management	9
Project Master.....	10
Project Scorecard	11
Training Projects Template Pack.....	12
TRAINING MANAGEMENT/ADMINISTRATION.....	13
Training Tracker.....	13
From Training to Enhanced Workplace Performance	14
Training Evaluation Toolkit	15
Training Management Maturity Model	16
Writing Learning Outcomes	17
Training Management Template Pack	18
Training Projects Template Pack.....	19

ABOUT BUSINESS PERFORMANCE PTY LTD

Established in 2003, **Business Performance Pty Ltd** provides business and management consulting services globally. The company delivers coaching and consulting services in a range of business areas, from small business, leadership and management, strategic planning and organizational change to employee development and career coaching. All services are provided by highly experienced consultants specializing in their area of expertise.

From its website, **Business Performance Pty Ltd** also proudly supplies a wide selection of business and management software products designed to make managing organizations easier and more effective. Products featured include tools, templates and guides in the areas of training and employee development, project management, organizational change, career planning, and web development. All products can be purchased and downloaded easily from anywhere in the world from the **Business Performance Pty Ltd** website at www.businessperform.com

CONTACT US

Telephone: +61 (0)408 314941
Skype: business.performance
Email: products@businessperform.com
Website: www.businessperform.com
Address: 34 Greenways Road
Glen Waverley
Australia 3150

HOW TO BUY A PRODUCT

Selecting a Product

All of our products are purchased easily and efficiently from our international website at www.businessperform.com. Your purchase is completed via our secure payment processor, RegNow, using best practice encryption and security protocols. Visit any of our product pages or our catalogue page at www.businessperform.com/catalog for [Buy Now!](#) links and buttons and easy to follow instructions. Contact us for enterprise licensing. Using our payment processor, you can purchase using a number of online and off-line purchasing options.

Purchasing Options

Our flexible purchasing options include:

- Online (credit card)
- Phone (credit card)
- Fax (credit card)
- Check/Money Order
- Bank/Wire Transfer
- Invoice
- PayPal
- iDeal
- Giropay

We also accept all of the major credit cards:

- Visa
- Mastercard
- Visa/Check Card
- American Express
- Discover
- Eurocard
- Master Money

We will also accept credit card transactions in a number of currencies, saving you currency conversion bank fees:

- US Dollar
- Canadian Dollar
- Pound Sterling
- Euro
- Australian Dollar
- Swedish Krona
- New Zealand Dollar
- Norwegian Krone
- Yen
- Hong Kong Dollar
- Danish Krone
- Swiss Franc
- Rand
- Singapore Dollar
- Yuan Renminbi

If you are not in one of the countries listed, simply select "US Dollar".

Phone Orders

To pay using your credit card by phone, call the RegNow 24/7 Customer Service Center at +1-952-646-5331 or toll free from the US and Canada at 1-877-353-7297. Be sure to quote the Product ID. An additional US \$3.00 phone processing fee will apply. You will then receive a download link and license code to unlock the product.

Online Orders

Click on the [Buy Now!](#) link or button. On the Order Form, select your preferred currency and payment method. For online credit card payments, you will receive an email with a download link and license code to unlock the product almost immediately.

For off-line payment methods (Bank/Wire Transfer, Check/Money Order, Fax-Credit Card and Invoice), the product is delivered once payment is received.

Print Invoice

If you require an invoice following credit card payment, visit the RegNow Order Lookup service at https://www.regnow.com/order_lookup.html. If you placed your order using another payment method, request an invoice at https://www.regnow.com/help_contact.html.

Buy on CD-ROM

To receive the product on CD-ROM, select the CD-ROM option on the online Order Form (extra US \$12.50 applies). Please allow two weeks delivery for US and Canadian customers and three weeks for international customers.

To enquire about the status of your order, visit the RegNow Order Lookup service at https://www.regnow.com/order_lookup.html or email orders@regnow.com.

Product Installation

To download the product installation file to your computer, click on the download link contained in the email you received from RegNow.com. Save the file to a directory on your computer, remembering where you saved it.

For products supplied as a zip file, you will need to extract the product files from the zip file. To extract the product files, first create a new directory on your computer so that the files extracted do not get mixed up with the files in an existing directory. Next, right-click on the zip file and select Extract All or Extract To from the list of options. Alternatively, double-click on the zip file to open it. Once you have extracted the files, navigate to the directory in which you extracted them. To get started, read the QuickStartGuide.txt file and check the License.txt file to verify your license obligations.

If your computer does not recognize zip files, visit www.winzip.com or www.7-zip.org to download the zip file extractor. Then follow the instructions bundled with the software to install it on your computer.

For products supplied as an exe file, double-click on the file to start the installation process. When prompted, enter the license name and license code contained in the email you received from RegNow.com.

If you experience problems during the purchasing process, please visit the RegNow help page at www.regnow.com/help.html. For installation problems and answers to other commonly asked questions, visit our FAQ page at www.businessperform.com/faqs.

MONEY BACK GUARANTEE POLICY

Business Performance Pty Ltd proudly stands by its products. If you are not fully satisfied with your product, contact us at products@businessperform.com and tell us why. Your feedback helps us make our great products even better.

We try our best to help our customers get the best out of our products. If we cannot help you further and you are still not satisfied, then we will gladly refund your money. For a full refund, please write to us within 14 days of purchase at sales@businessperform.com, stating how the product you purchased is either:

- defective, or
- not fit for the purpose described, or
- not as described on our website, catalogue or marketing materials

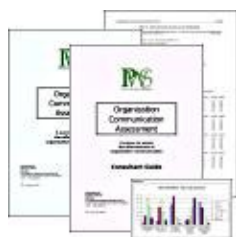
Please note that CD-ROMs are purchased from our transaction processor, RegNow. If your purchased CD-ROM is defective, please contact RegNow at orders@regnow.com

WORKPLACE COMMUNICATION

Organization Communication Assessment

Description

How effective is communication in your organization? With this customizable employee survey form, you can identify the areas of communication that are holding your organization back from peak performance.



Aspects of workplace communication covered include style and method, content, timing and frequency and communication skills. The survey also reviews effectiveness on three dimensions of organizational communication: day-to-day operations, changes in the organization and organizational strategy. Employees can complete the survey either in hardcopy or softcopy.

The survey pack is complete with a comprehensive *Consultant Guide*. The Guide covers customizing the survey to your organization's specific needs, rolling out the survey to the organization and analyzing and reporting the results. A bureau service is also available to consolidate, analyze and report the results for you (additional charges apply).

Format	Adobe Acrobat Consultant Guide and MS Word Survey Form		
Product ID	14817-11	Version	1.1
Price	Qty 1: US \$90	Qty 2-10:	US \$80
Webpage	www.businessperform.com/communication-assessment		

2 Way Feedback

Description

In today's economy, having the most technological up-to-date tools and systems is no longer sufficient to guarantee your competitiveness. Your people are increasingly the key differentiator between you and your competition. Yet managing people for optimum performance is where many managers still experience the greatest challenges.



Creating a performance culture doesn't have to be difficult. The key is giving and receiving feedback in a way that encourages your employees to go the extra mile. This practical guide will show you in concrete terms how to create a communication culture in which all will want to contribute their best. Free Introductory Chapter is available for download from the product webpage.

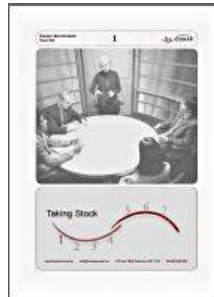
Format	Adobe Acrobat		
Product ID	14817-13	Version	First Edition
Price	Qty 1: US \$15	Qty 2-10:	US \$13
Webpage	www.businessperform.com/two-way-communication		

CAREER MANAGEMENT

Career Enrichment Tool Kit

Description

Career management is a joint responsibility between employer and employee. This Career Enrichment Tool Kit is a resource that enables your employees to plan and manage their own careers. It contains an abundance of information, exercises and templates to guide them in their decision-making and expand their awareness of what they need to do to make their next career change.



Whether you are supporting employees in career transition or you are working through your own career change, this step-by-step self-paced career development resource will assist with planning and managing career moves.

By using this tool kit, you and your employees will:

- understand their career development needs in terms of the types of career anchors, job roles, working environments and managers that will suit them best
- capitalize on what they have to offer in terms of their skills and achievements, motivations, values and personal qualities
- explore the various options that are available to them for enriching their career and experience of work
- write a career development plan that lays the groundwork for their future actions
- ensure that their resume is the best reflection of their package of skills and talents and positions them for their desired next job role
- learn about internal networking, submitting job applications and making direct approaches to people about potential career opportunities
- perform well in job interviews by preparing thoroughly and knowing how to handle difficult questions, and
- ongoing career management through managing performance expectations and perceptions, mentoring and coaching and continuing professional development



Free Introductory Chapter is available for download from the product webpage.

Format	Adobe Acrobat (183 pages)		
Product ID	14817-16	Version	1.01
Price	Qty 1: US \$120	Qty 2-10: US \$110	Qty 11-: US \$90
Webpage	www.businessperform.com/career-enrichment-tool-kit		

Succession Planner

Description

Succession Planner is a comprehensive leadership succession planning tool for managing your organization's entire succession planning efforts. From initially identifying your succession positions through to analyzing and reporting succession progress, this tool does it all.

With Succession Planner you will be able to:

- rate future leaders and align them against specific future roles
- rate current and future leaders for contribution, leadership and potential
- view a succession snapshot of your entire leadership team
- analyze the overall strength of your bench of future leaders
- identify key risks among leadership positions and individuals

The tool's familiar Microsoft Excel interface means that it is easy to learn and use. With comprehensive error checking and no-fuss data entry, you will be up and running in no time. The built-in visual indicators and reports allow you to see the succession strength of your organization and the high risk areas at a glance. The tool is also packaged complete with a comprehensive *User Guide* and bonus succession planning *Process Guide* and nominee *Assessment Form*.



Version 2.0 enhancements include expanded capacity of the Org Chart and the Position Profile report, addition of a cell occupants report to the C-P Matrix and C-P Matrix cell rank to data sheet, expanded filter capability on data sheet, added guidance on importing employee data, added ability to copy any chart or list to paste into another application, and enhanced configurability for users to adapt planner to their specific needs. Free trail version is available for download from the product webpage.

Version 1.0 users are eligible for a free upgrade to Version 2.0 by sending proof of purchase to products@businessperform.com

Format	MS Excel with comprehensive 36 page User Guide and 15 page Process Guide (Adobe Acrobat) and Assessment Form (MS Word)		
Product ID	14817-20	Version	2.0
Price	Qty 1: US \$70	Qty 2-10:	US \$55
Webpage	www.businessperform.com/succession-planner		

CHANGE MANAGEMENT

Managing Change in the Workplace

Description

In today's highly competitive environment, organizations cannot afford to stand still. The need for change is continuous, yet many organizations falter in delivering new processes, systems and structures. All too often change initiatives leave in their wake burned out managers and disgruntled employees, customers and suppliers.



This practical guide and workbook is intended for everyone expected to lead, manage and implement change. It covers every aspect of managing change, including essential principles, managing stakeholders, dealing with resisters, the role of project management, building effective change teams and more. The reader is also introduced to our unique *CHANGE* Approach to leading and managing change.

As you work through the guide, you will complete a series of practical exercises that will help you plan and manage your change for maximum impact. On your journey, you will be treated to a variety of tools, techniques and tips for ensuring that your change lasts. The guide is packaged with a separate reusable workbook that you can use time and time again. Free Introductory Chapter is available for download from the product webpage.

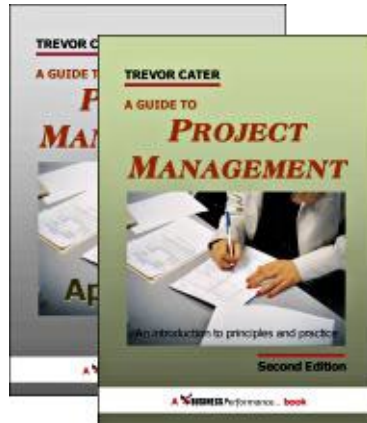
Format	Adobe Acrobat Guide (97 pages) and MS Word Workbook (19 pages)		
Product ID	14817-10	Version	Second Edition
Price	Qty 1: US \$65	Qty 2-10: US \$60	Qty 11-: US \$50
Webpage	www.businessperform.com/managing-change		

PROJECT MANAGEMENT

A Guide to Project Management

Description

Organizations today make big and small accomplishments through projects – from implementing a new employee incentive scheme and introducing new products to the marketplace to building new infrastructure. And yet most projects fail their objectives.



Whether you are new to project management or have already been involved in a number of projects previously, this no-nonsense introductory guide will help you get the most from projects. It will introduce you to every aspect of project management, including initiating projects, project methods and principles, managing stakeholders, risks, issues and changes, conducting reviews and leading a high performance project team, and more. You will quickly get a grasp of the complexity of project management and its terminology with this easy to read guide.

The Guide is packaged with a set of reusable and customizable project management templates that you can start using today. The templates will allow you to:

- define and register your project
- plan and communicate your project details
- manage risks, issues and scope changes
- produce concise and professional-looking project reports
- conduct post-implementation reviews

Free Introductory Chapter is available for download from the product webpage.

Format	Adobe Acrobat Guide (117 pages) and MS Word Templates (40 pages)		
Product ID	14817-12	Version	Second Edition
Price	Qty 1: US \$65	Qty 2-10:	US \$60
Webpage	www.businessperform.com/project-management-guide		

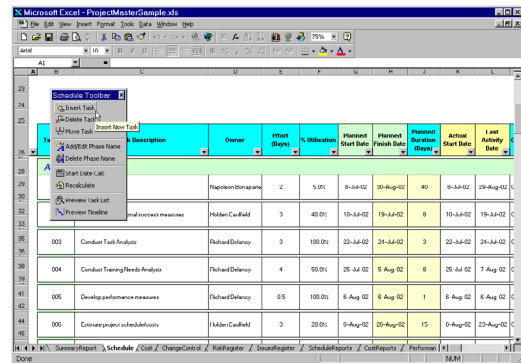
Project Master

Description

Project Master is an easy to learn yet versatile project management software tool. Based on Microsoft Excel, it will manage your project schedule, milestones, costs, changes, risks and issues all in one spreadsheet. Let *Project Master* automatically create your project schedule timelines (Gantt charts), along with a variety of other reports and charts.

By using *Project Master* you can:

- save on expensive, overblown project management software
- record, track and display project milestones
- track actual versus planned task schedules
- manage project costs, changes, risks and issues
- generate one page summary project reports
- keep everyone informed with a range of automated reports
- display up-to-the-minute automated project progress charts
- update or report on your project almost on any PC anywhere, anytime
- add your own custom charts and reports



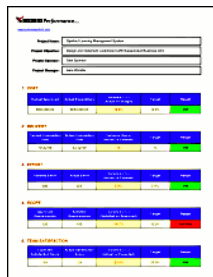
Project Master's inbuilt error proofing helps you maintain the integrity of your data. Plus, its preset formats for all sheets, reports and charts let you print at the touch of a button. You can now keep your project sponsor and project team updated anywhere and anytime without the need for a dedicated and expensive project tracking tool. Select which version is right for you depending on your native currency (\$ or £). Put *Project Master* through its paces by trying out our free fully functional sample project file. Free trail version is available for download from the product webpage.

Format	MS Excel with comprehensive 40 page User Guide (Adobe Acrobat)		
Product ID	14817-1 – Regular (displays \$ symbol in all reports, charts and tables) 14817-2 – UK (displays £ symbol in all reports, charts and tables)		
Price	Qty 1: US \$50	Qty 2-10: US \$45	Qty 11-: US \$30
Webpage	www.businessperform.com/project-master		

Project Scorecard

Description

How is your project performing? Use *Project Scorecard* to monitor and report project results to your project team and project sponsor. Performance is calculated in five key result areas:



- cost
- delivery
- effort
- scope
- team satisfaction

The Scorecard displays results visually on a single page summary sheet and is suitable for projects of all types and sizes.

New to Version 2.0, you can now use the **BONUS** *Post-implementation Review Form* to survey your project team. Find out important learnings that you can apply to future projects and measure team satisfaction all in one form. Then insert the team satisfaction value directly into the Scorecard. Important areas surveyed include:

- team ownership
- project management
- resourcing and support
- clarity of project roles
- communication
- professional growth

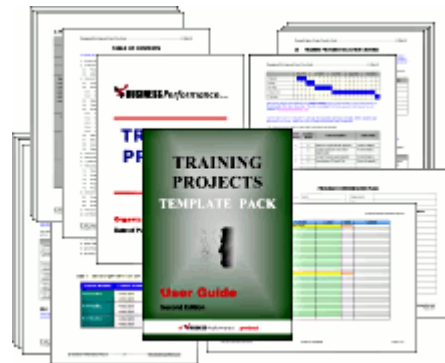
Existing users of *Project Scorecard* who purchased after 1st July 2010 are eligible for a free copy of Version 2.0 by sending proof of purchase to products@businessperform.com

Format	MS Excel Scorecard and MS Word Survey Form		
Product ID	14817-6	Version	2.0
Price	Qty 1: US \$30	Qty 2-10: US \$25	Qty 11-: US \$20
Webpage	www.businessperform.com/project-scorecard		

Training Projects Template Pack

Description

Manage your training program design, development and delivery through all phases of your project with this comprehensive set of tools, templates and guides. Now in its Third Edition, this pack will save you valuable time and will get you up and running as quickly and easily as possible. The pack includes a comprehensive *User Guide*, instructions for each template and **BONUS** project measuring and reporting tool.



The 14 fully customizable guides and templates support all project phases and include:

Plan

1. Training Project Definition Template and Guide
2. Training Project Plan Template and Guide
3. Program Communication Plan Template

Analyze

4. Training Needs Analysis Template and Guide
5. Training Needs Analysis Worksheet

Design

6. Training Program Design Template and Guide

Develop

7. Learning Outcomes Template
8. Training Manual Template
9. Training Session Plan Template

Implement

10. Training Schedule Spreadsheet
11. Meeting Agenda Form
12. Meeting Minutes Form

Evaluate

13. Project Scorecard
14. Post-implementation Review Form

Existing users who purchased *Training Projects Template Pack* after 1st July 2010 are eligible for a free copy of the Third Edition by sending proof of purchase to products@businessperform.com

Format	MS Word and MS Excel		
Product ID	14817-5	Version	Third Edition
Price	Qty 1: US \$70	Qty 2-10: US \$60	Qty 11-: US \$45
Webpage	www.businessperform.com/training-project-pack		

TRAINING MANAGEMENT/ADMINISTRATION

Training Tracker

Description

Training Tracker is an affordable automated Microsoft Excel spreadsheet that will track all of your training programs and produce a variety of reports. Keep on top of your training providers, program participants, budget and schedules with up-to-the-minute automated training activity and expenditure reports and charts.

With *Training Tracker* you can:

- easily provide individualized training reports for department managers and team leaders
- quickly determine trainer workload
- instantly know how much you have spent with each training provider
- track how you are spending the budget
- add your own custom charts and reports
- update your administration file almost on any PC anywhere, anytime
- create customized compliance training countdown timers, warning flags and reminders.



Training Tracker's extensive use of dropdown lists will save you many hours of typing. Version 2.0 includes plenty of enhancements, such as the click 'n' go reports and charts that are ready for printing at the touch of a button and the data import and export wizard. Stop battling with a mound of paperwork and start using your existing MS Excel skills to track training programs easily and effectively. Put *Training Tracker* through its paces by trying out our free fully functional sample training administration file. Free trail version is available for download from the product webpage.

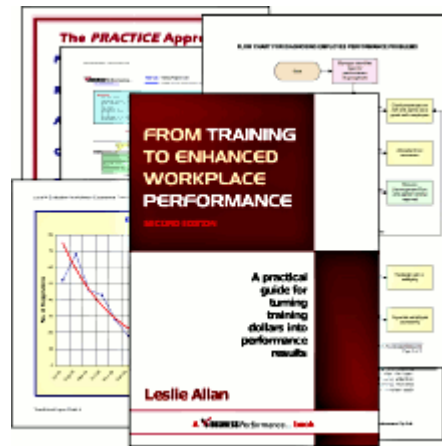
Existing users are eligible for a free upgrade to Version 2.0 by sending proof of purchase to products@businessperform.com

Format	MS Excel with comprehensive 51 page User Guide and Import Template		
Product ID	14817-3	Version	2.0
Price	Qty 1: US \$60	Qty 2-10: US \$50	Qty 11-: US \$35
Webpage	www.businessperform.com/training-tracker		

From Training to Enhanced Workplace Performance

Description

Many organizations implement expensive training programs only to find that the expected benefits do not materialize. Whether you are an experienced or novice training professional or manager, this practical guide will give you all that you need to get more impact from your workplace training programs and to objectively measure that impact. Learn proven strategies and techniques for finding performance roadblocks, aligning training to real needs, developing training partnerships, engaging learners and transferring learning to the workplace.



And when your program is finished, this book will walk you through selecting the most appropriate measurement method, isolating the impact of training from

other factors and presenting your evaluation report professionally and persuasively. To get you up and running as quickly as possible, the book is packaged with over 20 customizable Microsoft Word and Excel templates, guides and forms that you will use in all your improvement and evaluation activities.

(245 pages plus template pack)

Reusable resources included in the pack are:

- wall charts and handy reckoners
- trainer and training participant forms
- plan proformas
- checklists
- questionnaires and survey forms
- analysis worksheets
- reporting templates

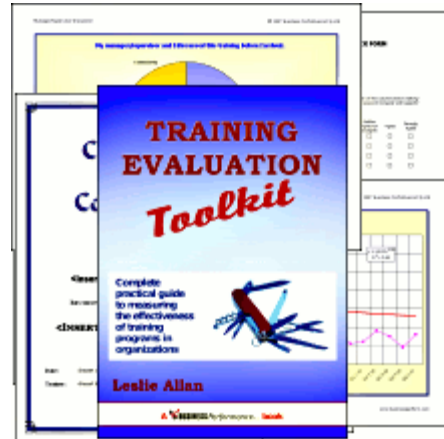
Free Introductory Chapter is available for download from the product webpage.

Format	Adobe Acrobat Guide (245 pages) and 20 MS Word and MS Excel Templates and Forms		
Product ID	14817-8	Version	Second Edition
Price	Qty 1: US \$95	Qty 2-10: US \$85	Qty 11-: US \$75
Webpage	www.businessperform.com/effective-training-tools		

Training Evaluation Toolkit

Description

A complete practical guide and toolkit for measuring and reporting the impact of your workplace training programs. Do you need to measure the effectiveness of your training programs and report the results in financial or non-financial terms? With this comprehensive training toolkit, you will be able to demonstrate the impact of training on productivity, efficiency, quality, customer satisfaction, and so on. You will also be able to convert benefits to financial values, such as Return on Investment, Benefit to Cost Ratio, Payback Period, and so on. Whether you are a novice or experienced professional, this guide will walk you through planning your evaluation exercise, collecting all relevant data, isolating non-training factors and then analyzing and reporting the results convincingly to your key stakeholders.



The toolkit is packaged with a full set of reusable and customizable Microsoft Word forms and Excel calculation worksheets that you will use from the start to the finish of your training evaluation project. Note that the *Training Evaluation Toolkit* forms Chapters 8 to 14 of the larger *From Training to Enhanced Workplace Performance* toolkit.

(128 pages plus template pack)

Reusable resources included in the pack are:

- planning and stakeholder communication templates
- data collection forms for each evaluation level
- participant skill assessment forms
- charting and analysis worksheets for both financial and non-financial data
- reporting templates for reporting results persuasively and professionally

Free Introductory Chapter is available for download from the product webpage.

Format	Adobe Acrobat Guide (128 pages) and MS Word and MS Excel Forms and Worksheets		
Product ID	14817-21	Version	First Edition
Price	Qty 1: US \$75	Qty 2-10: US \$70	Qty 11-: US \$60
Webpage	www.businessperform.com/training-evaluation-toolkit		

Training Management Maturity Model

Description

Use this powerful best practice model and set of practical assessment tools to benchmark your current training management system. The model is centered on a uniquely structured four-phased improvement approach:

- develop effective training administration processes
- ensure the quality of delivered training programs
- formulate training plans linked to the organization's strategy
- focus on measurable organizational/team/individual performance



The assessment and reporting tools included in the package help you to determine your current training capability and to draw up a roadmap for future improvement efforts. Then use the assessment tools again at a later date to evaluate progress against your plan.

(47 pages plus assessment tools)

Included in the package are these items:

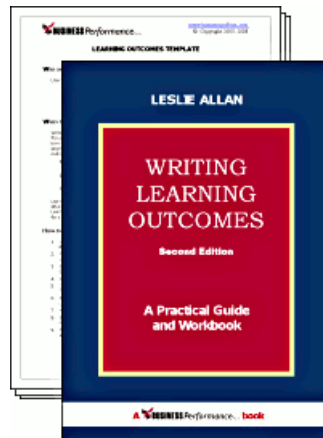
- Training Management Maturity Model
- Training Management Maturity Assessment Guide
- Training Management Maturity Assessment Form
- Training Management Maturity Model Chart
- Training Management Maturity Ratings and Charting Sheet

Free *Maturity Model* wall chart and sample training system report are available for download from the product webpage.

Format	MS Word, MS Excel and Adobe Acrobat		
Product ID	14817-7	Version	Third Edition
Price	Qty 1: US \$95	Qty 2-10: US \$85	Qty 11-: US \$75
Webpage	www.businessperform.com/training-systems		

Writing Learning Outcomes

Description



Many training programs serve no useful purpose for the organization. A primary cause of failure is poorly defined program objectives and learning outcomes. This guide and workbook is designed for trainers, facilitators, instructional designers and training managers who want to get more out of the programs they design and conduct. By following the step-by-step guide, you will successfully articulate and focus on organizational objectives and required performance on the job to improve the effectiveness of your workplace training programs. Wherever you train and whatever type of training you deliver, this guide will help you create greater value from your training programs.

The book is packaged with a separate set of reusable and customizable learning outcome templates. The templates are in Microsoft Word format and allow you to document all of the levels and components of your program's learning objectives. Free Introductory Chapter is available for download from the product webpage.

Format	Adobe Acrobat (27 pages) and MS Word Templates		
Product ID	14817-9	Version	Second Edition
Price	Qty 1: US \$25	Qty 2-10: US \$20	Qty 11-: US \$15
Webpage	http://www.businessperform.com/writing-learning-outcomes		

Training Management Template Pack

Description

Manage training through all phases of your training administration and evaluation cycle with this comprehensive set of form templates and guides. Now in its Third Edition, rely on the experts to have you presenting a professionally presented and complete report, form or analysis in no time. The pack includes a comprehensive *User Guide*, instructions for each template and **BONUS** tool for diagnosing employee performance problems.

The templates and guides included in the pack are:

Before Training

1. Employee Performance Diagnostic Tool
2. Training and Development Plan Form
3. Training Needs Analysis Worksheet
4. Training Needs Analysis Spreadsheet
5. Vendor Enquiry Form
6. Vendor Selection Matrix
7. Vendor Selection Matrix Sample
8. Learning Outcomes Template
9. Training Session Plan Template
10. Training Course Information Sheet
11. Training Registration Form
12. Training Schedule Spreadsheet



During Training

13. Training Course Setup Checklist
14. Training Attendance Form – Single
15. Training Attendance Form – Multi
16. Personal Action Plan Form
17. Skill Assessment Form – Individual
18. Skill Assessment Form – Group
19. Trainer Effectiveness Rating Form

After Training

20. Certificate of Completion
21. Certificate of Completion (Mail Merge)
22. Training Participant Feedback Form
23. Training Participant Feedback Spreadsheet

Existing users who purchased *Training Management Template Pack* after 1st July 2010 are eligible for a free copy of the Third Edition by sending proof of purchase to products@businessperform.com

Format	MS Word and MS Excel			
Product ID	14817-4	Version	Third Edition	
Price	Qty 1: US \$70	Qty 2-10: US \$60	Qty 11-: US \$45	
Webpage	www.businessperform.com/training-management-pack			

Training Projects Template Pack

Description

Manage your training program design, development and delivery through all phases of your project with this comprehensive set of tools, templates and guides. This pack will save you valuable time and will get you up and running as quickly and easily as possible. The pack includes a comprehensive *User Guide*, instructions for each template and **BONUS** project measuring and reporting tool.



The 14 fully customizable guides and templates support all project phases and include:

Plan

1. Training Project Definition Template and Guide
2. Training Project Plan Template and Guide
3. Program Communication Plan Template

Analyze

4. Training Needs Analysis Template and Guide
5. Training Needs Analysis Worksheet

Design

6. Training Program Design Template and Guide

Develop

7. Learning Outcomes Template
8. Training Manual Template
9. Training Session Plan Template

Implement

10. Training Schedule Spreadsheet
11. Meeting Agenda Form
12. Meeting Minutes Form

Evaluate

13. Project Scorecard
14. Post-implementation Review Form

Existing users who purchased *Training Projects Template Pack* after 1st July 2010 are eligible for a free copy of the Third Edition by sending proof of purchase to products@businessperform.com

Format	MS Word and MS Excel		
Product ID	14817-5	Version	Third Edition
Price	Qty 1: US \$70	Qty 2-10: US \$60	Qty 11-: US \$45
Webpage	www.businessperform.com/training-project-pack		

