

Thursday, June 28, 2007

10:30 AM – 12:00 AM

Royal Paragon Hall  
Bangkok, Thailand



## **Get What You Expect!**

### **How to Build, Manage and Evaluate A Systematic Training Program**

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Vice President, Executive Director  
Tokyo Disney Resort

## **Objective**

**Use the four components of the  
Performance Alignment Process to:**

- **Develop and define source documentation**
- **Convey expectations through effective training**
- **Evaluate the skills, knowledge and abilities of your employees**
- **Reinforce behaviors to sustain performance and business process**

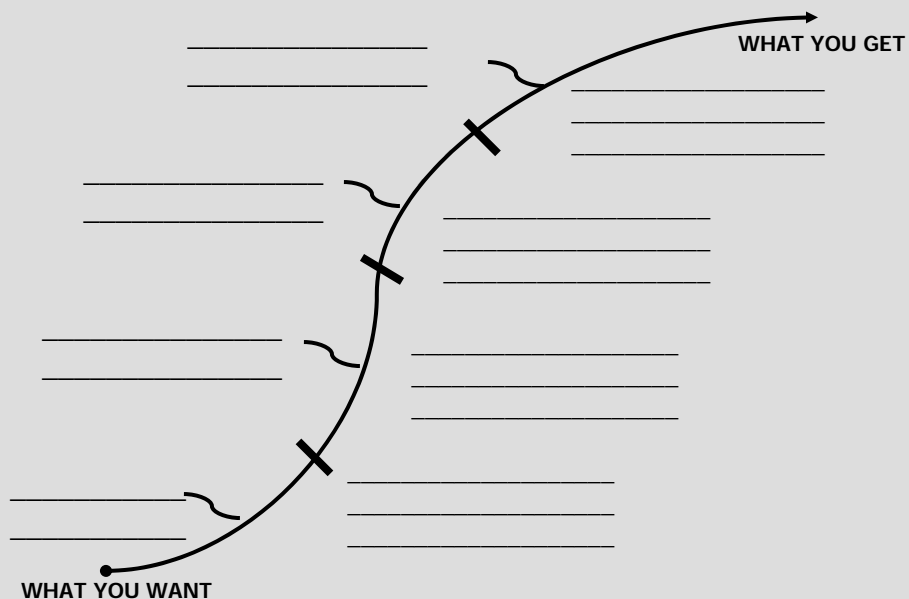
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## Benefits of a Systematic Training Program

- Increases focus on the quality of the Guest experience
- Establishes a process to sustain growth
- Creates a standard platform for training

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## Performance Alignment



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## **Documentation**

### **Setting Expectations**

- **What is the definition of documentation?**
- **How do you determine when documentation is needed?**
- **What kind of documentation already exists in your business?**

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## **Training Delivery**

### **Conveying Expectations**

- **Learning objectives influence training delivery**
- **Considerations with training delivery**
- **Considerations with trainers**
- **Define your commitment to training**

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# **Assessments**

## **Evaluating Understanding**

- Determine key knowledge, skills and behaviors to be assessed
- Evaluate knowledge and performance
- Designate Trainers to conduct all assessments
- Ensure Trainers understand how to conduct an effective assessment

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# **Reinforcement**

## **Ensuring Consistent Results**

- Sustain performance with effective management tools
- Establish a process to revise documentation and training
- Track progress
- Evaluate results to support continuous improvement

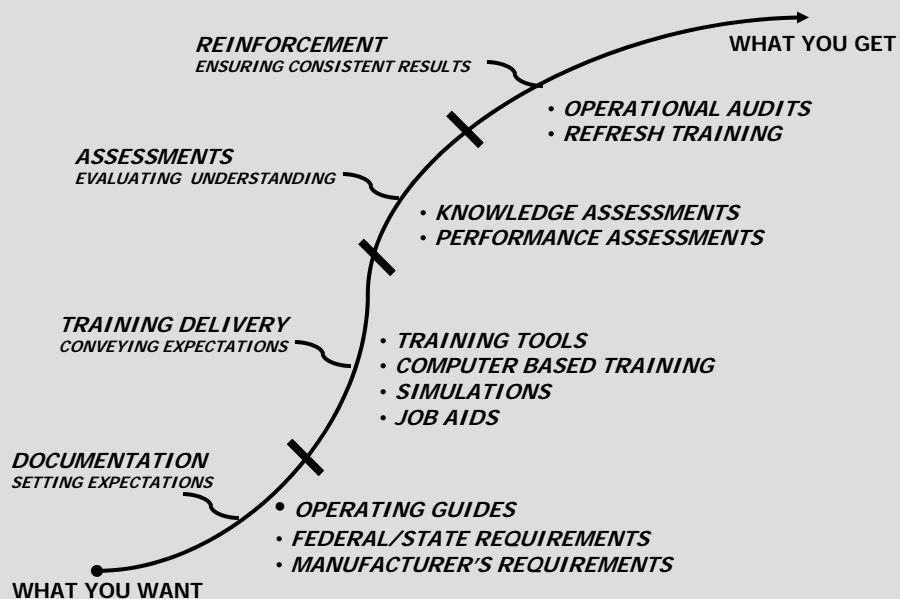
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# Summary

- Connecting process and systems are critical
- Continue to invest in people, not just technology
- Keep it simple
- Commit to an alignment model
- Business reinvention never ends
- Technology will enable you to streamline

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# Performance Alignment



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