

**Get What You Expect!**  
**How to Build, Manage and  
Evaluate Systematic Training**

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**Representative 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**

# 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

# Performance Alignment

*REINFORCEMENT*  
*ENSURING CONSISTENT RESULTS*

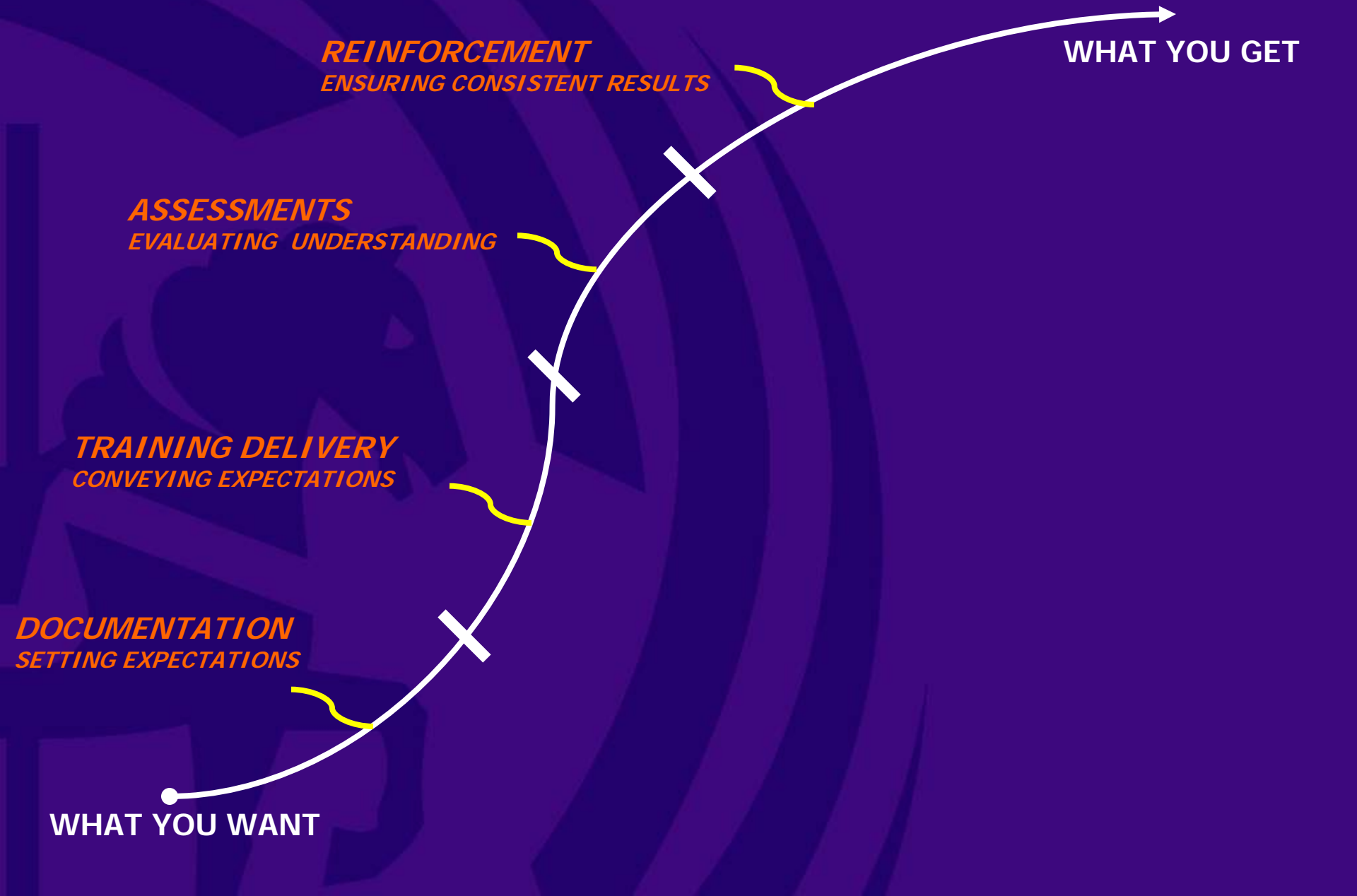
WHAT YOU GET

*ASSESSMENTS*  
*EVALUATING UNDERSTANDING*

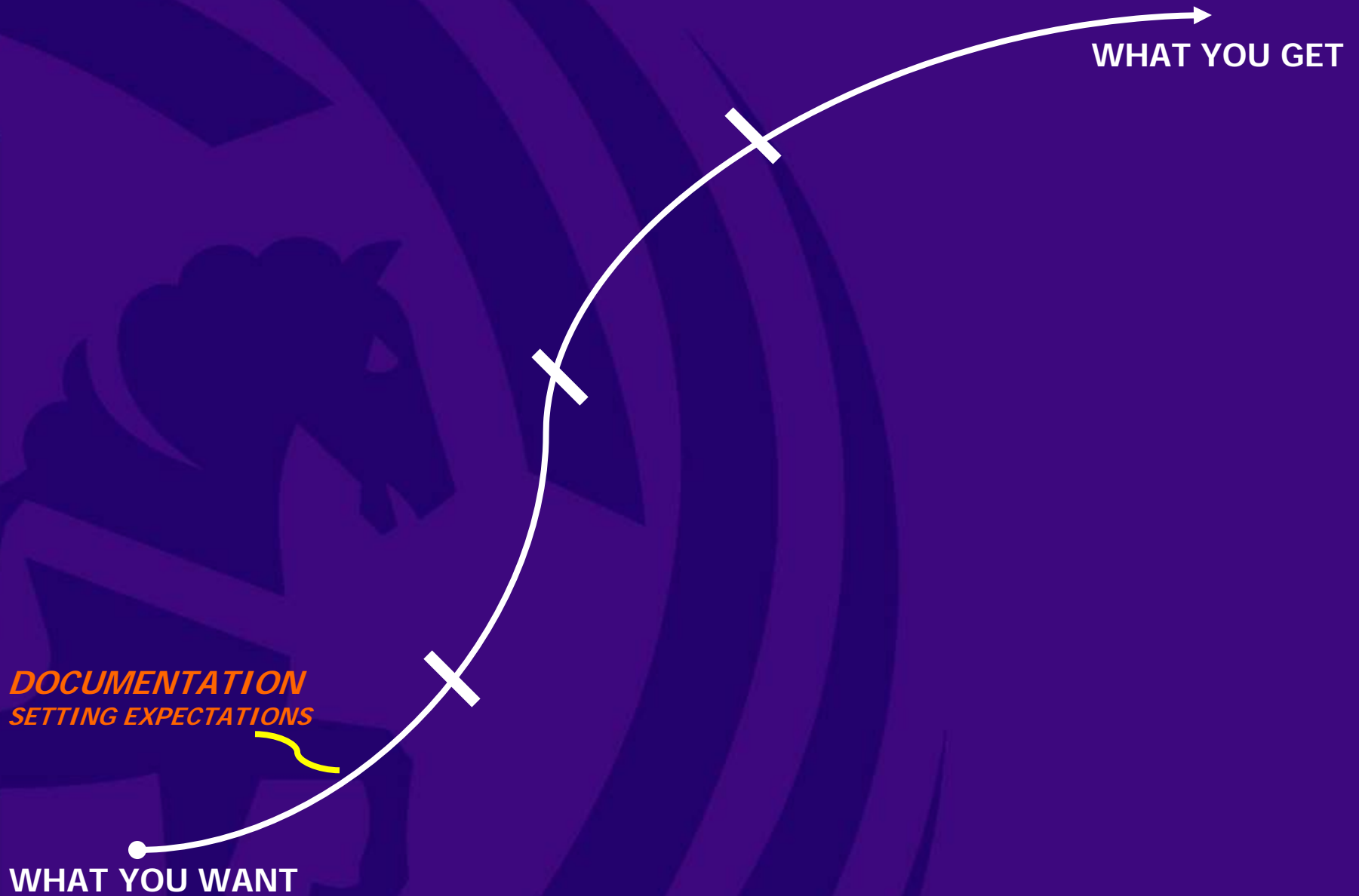
*TRAINING DELIVERY*  
*CONVEYING EXPECTATIONS*

*DOCUMENTATION*  
*SETTING EXPECTATIONS*

WHAT YOU WANT



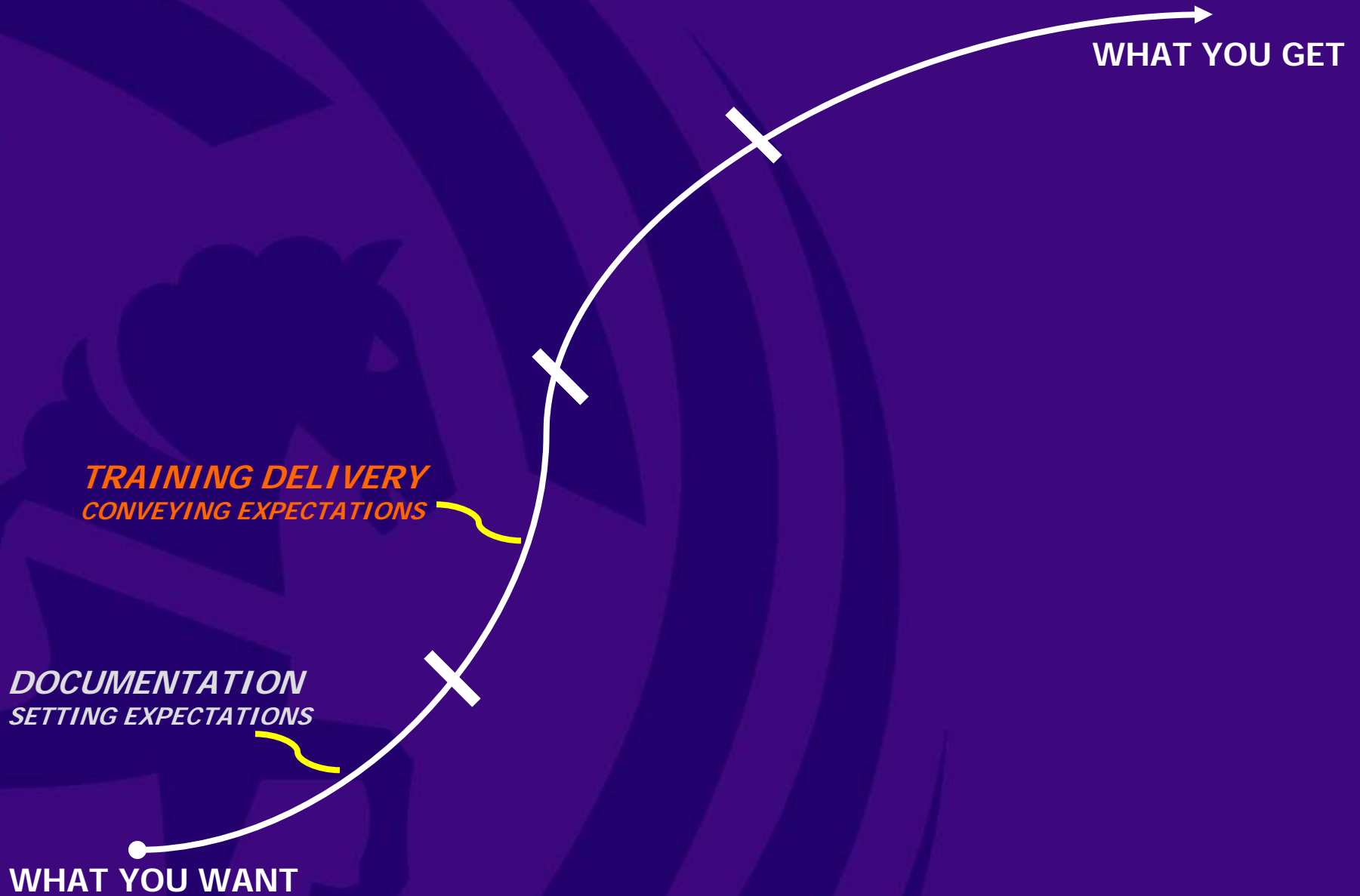
# Performance Alignment



# Documentation Setting Expectations

- What do we mean by documentation?
- How do you determine when documentation is needed?
- What kind of documentation already exists in your business?

# Performance Alignment



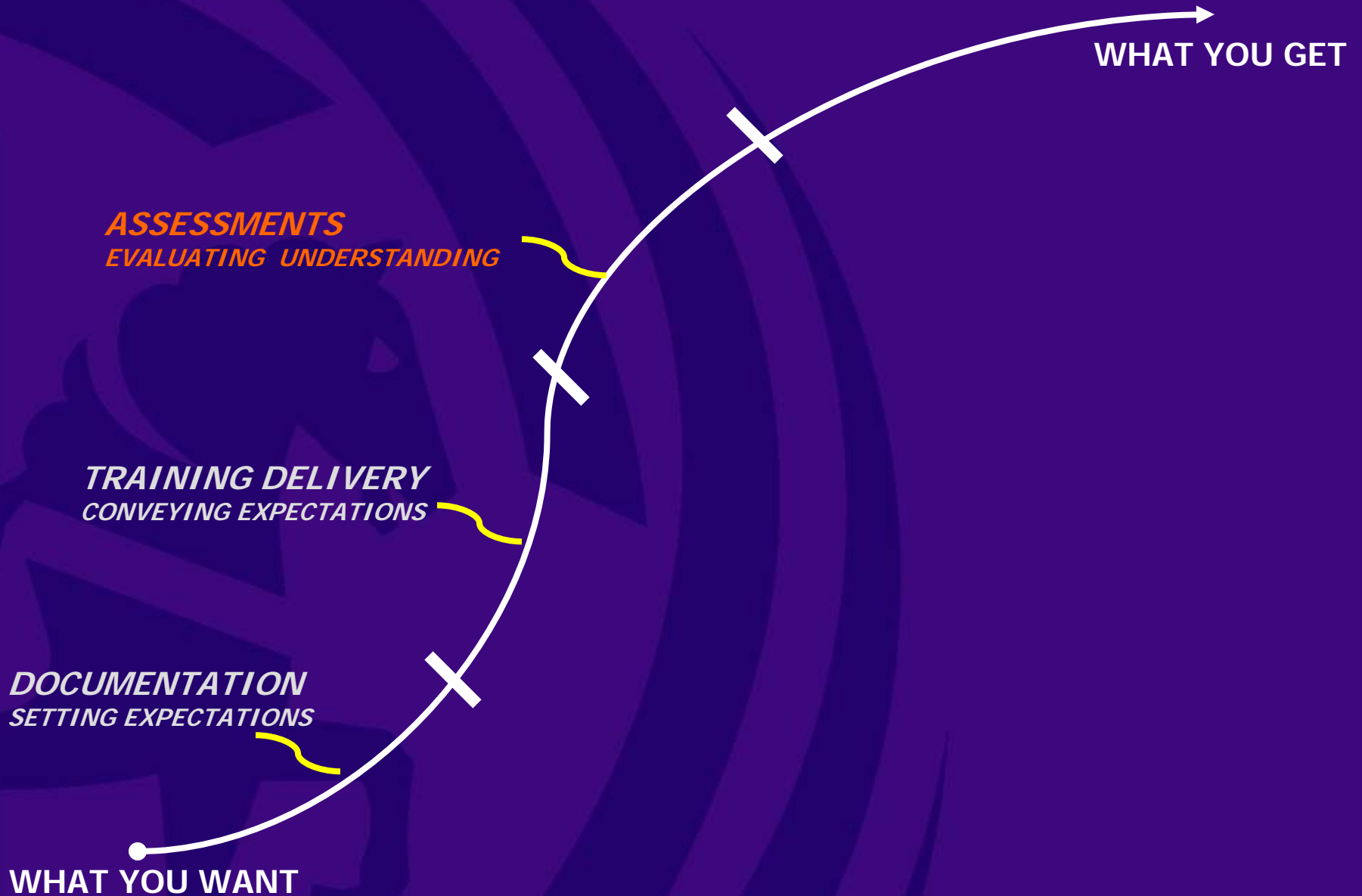
# Training Delivery

## Conveying Expectations

- Learning objectives influence training delivery
  - Use actions that can be observed
- Considerations with training delivery
  - How difficult is the task?
  - How important is the task?
  - How frequently is the task conducted?
- Considerations with trainers
  - What are the standard expectations?
  - How are they identified?
  - What training do they need?
- Define your commitment to training



# Performance Alignment

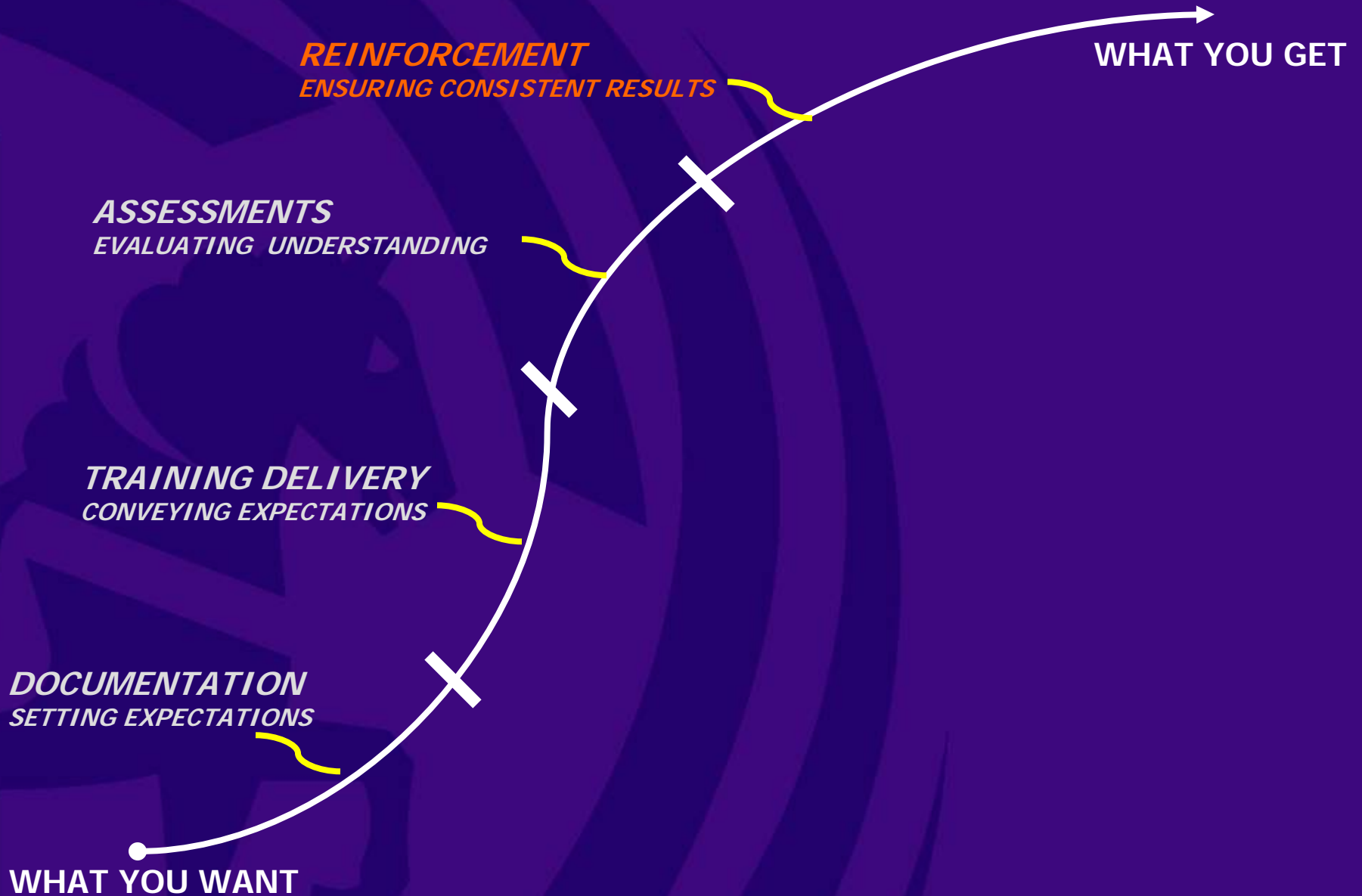


# Assessments

## 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

# Performance Alignment

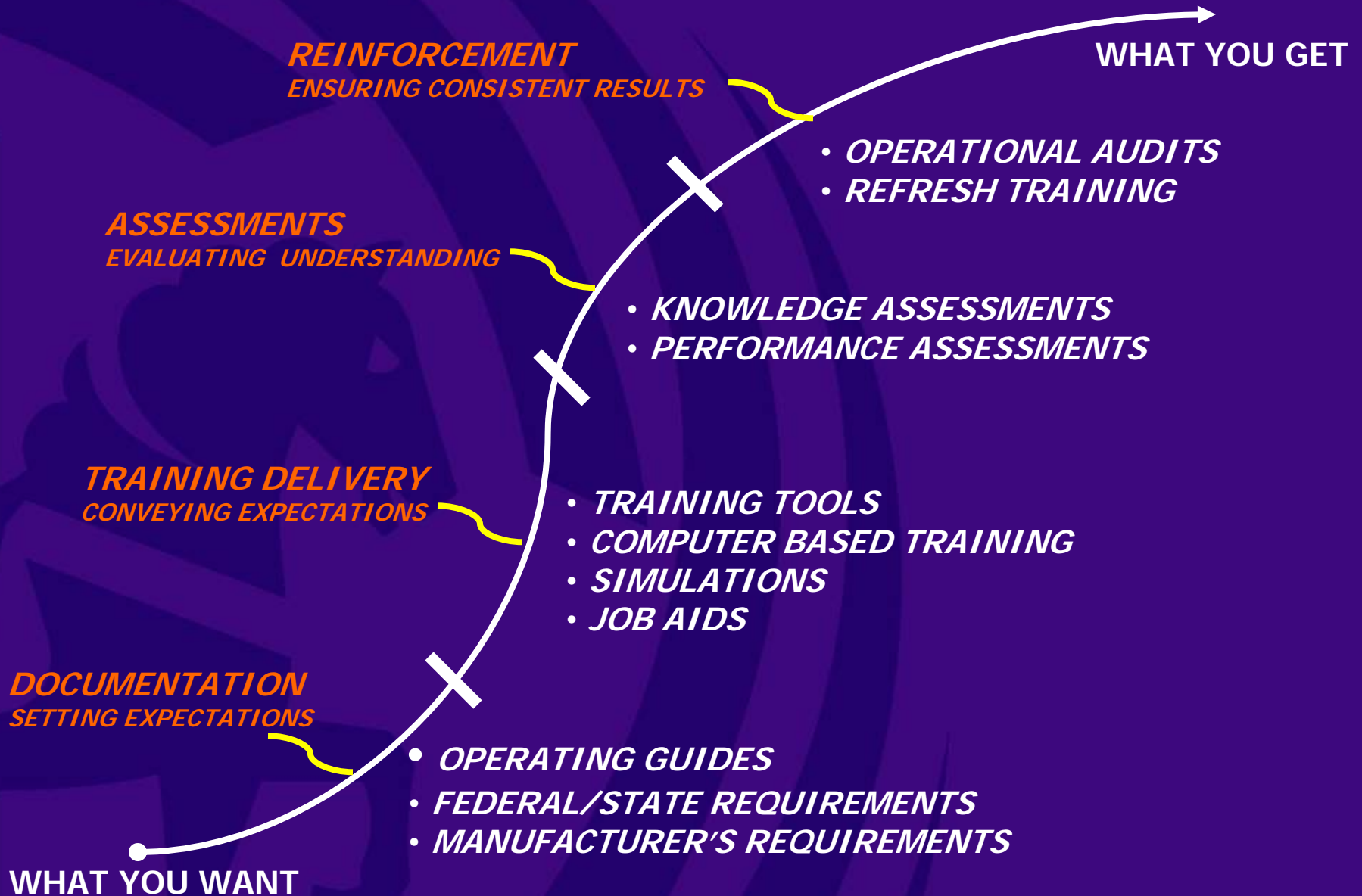


# Reinforcement

## 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

# Performance Alignment



# 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**