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Operational Excellence

Perfecting Training and Documentation

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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

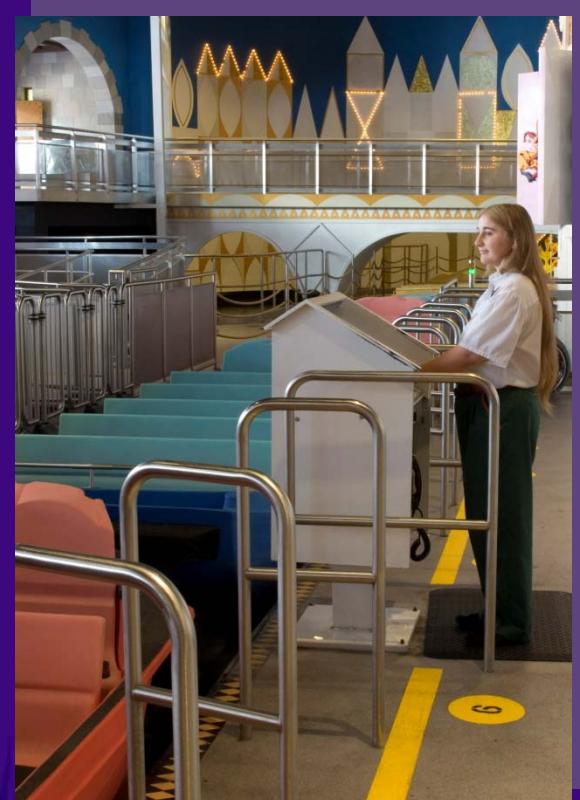
Benefits of a Systematic Training Program



Increases the 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

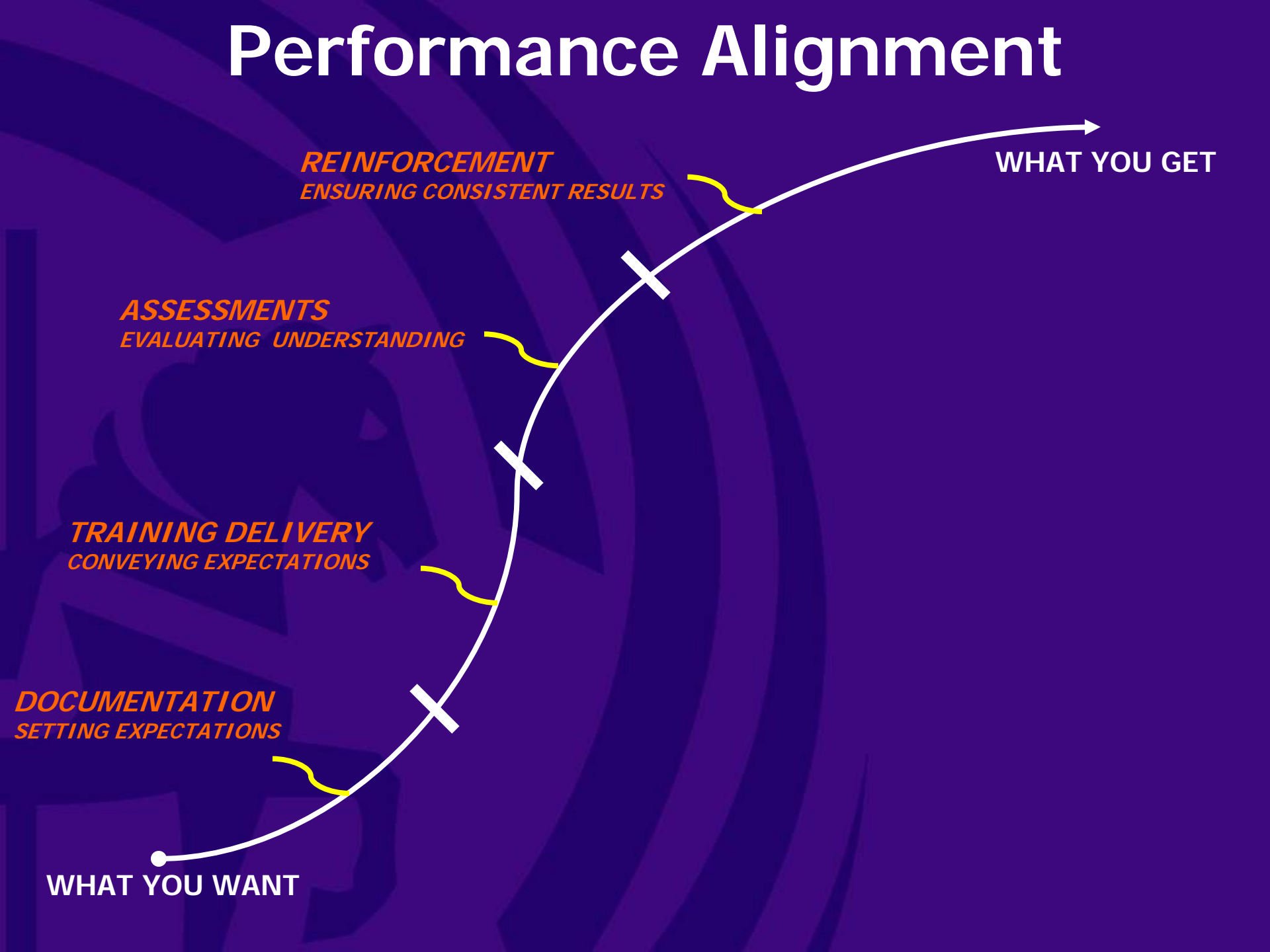
WHAT YOU GET

ASSESSMENTS
EVALUATING UNDERSTANDING

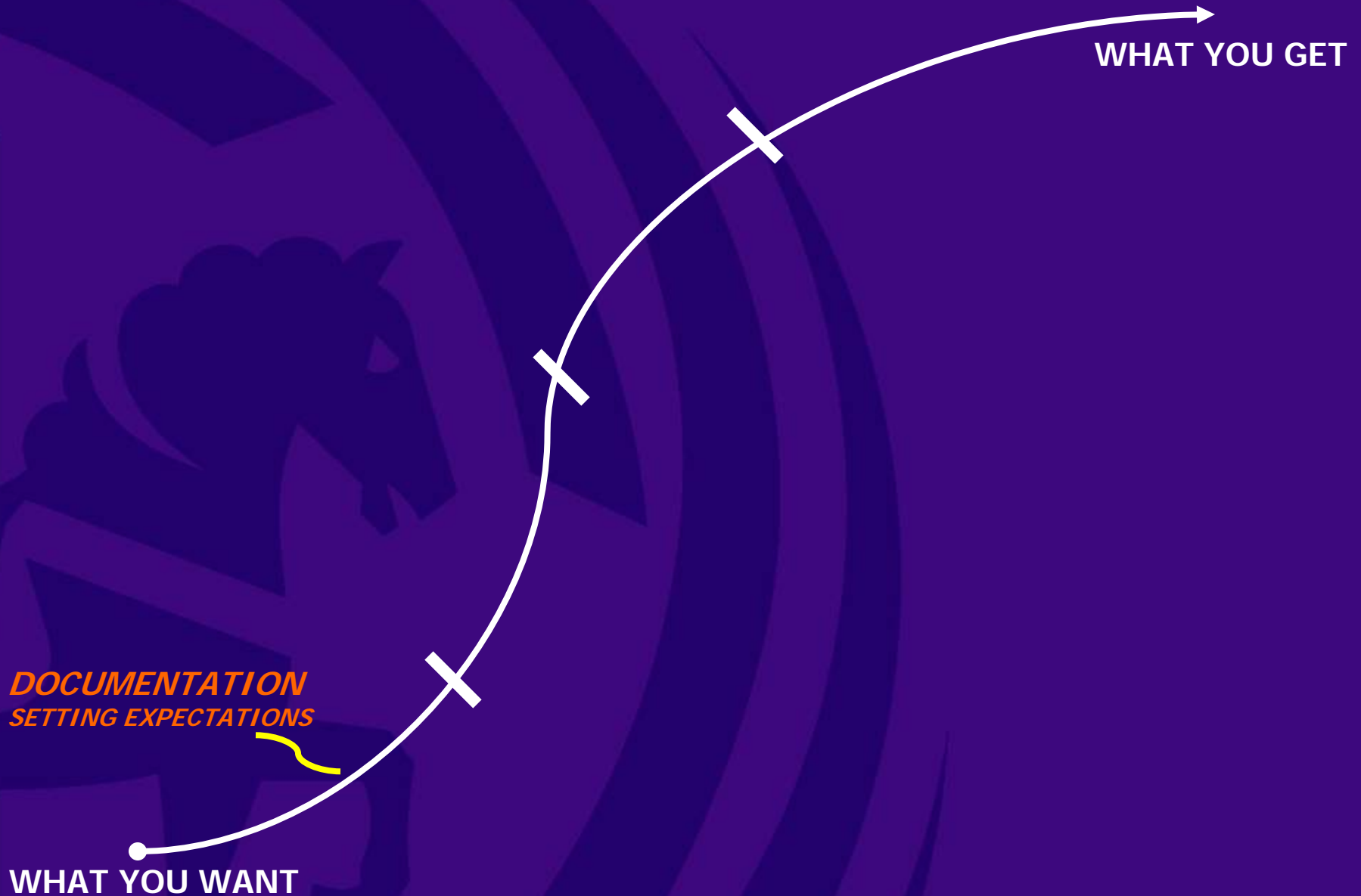
TRAINING DELIVERY
CONVEYING EXPECTATIONS

DOCUMENTATION
SETTING EXPECTATIONS

WHAT YOU WANT

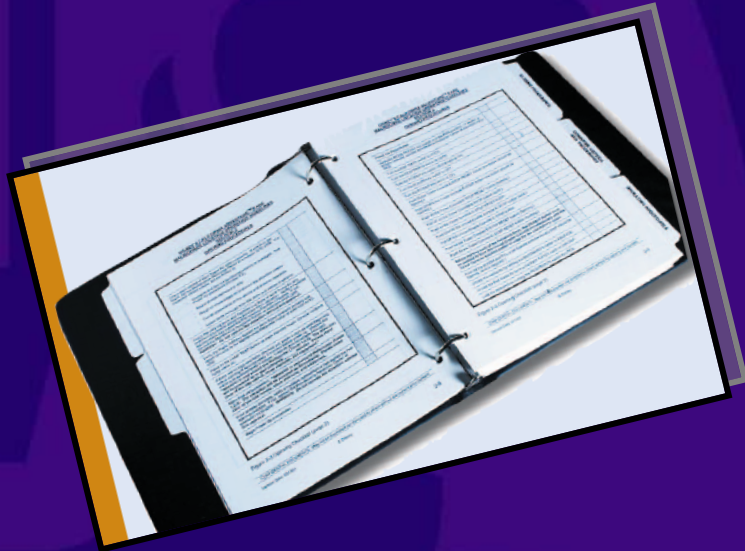


Performance Alignment



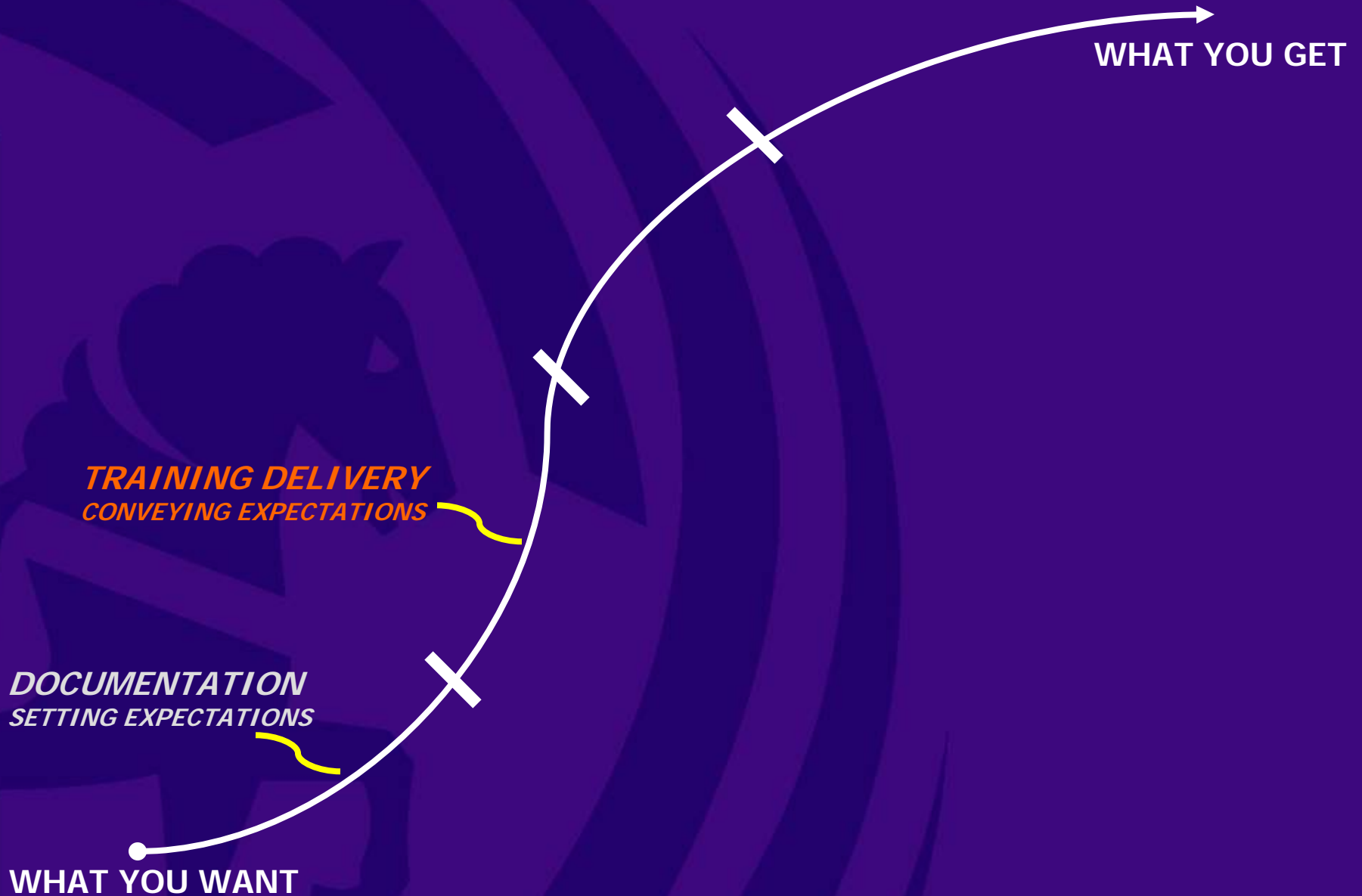
Documentation

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

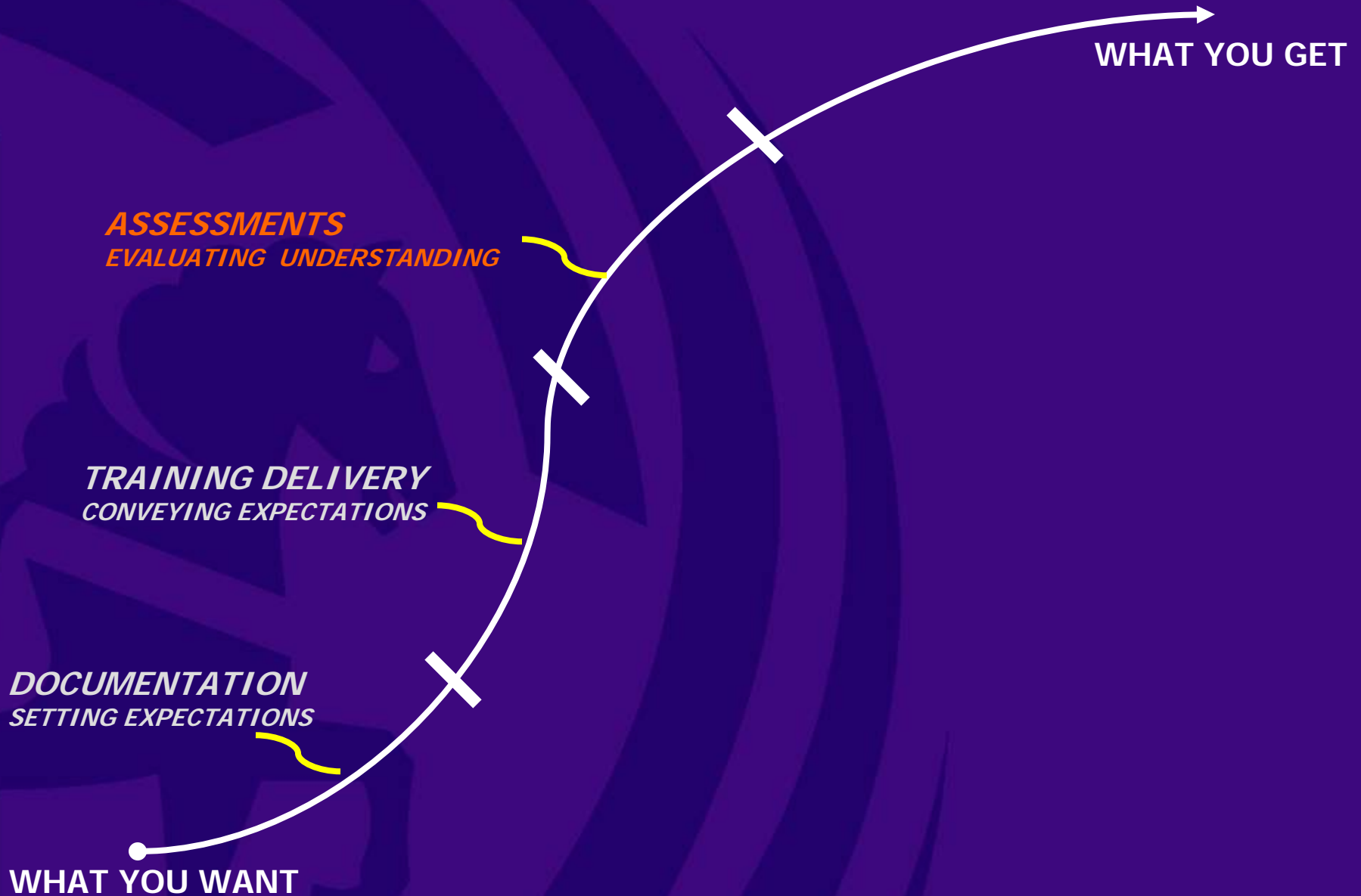


Training Delivery

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

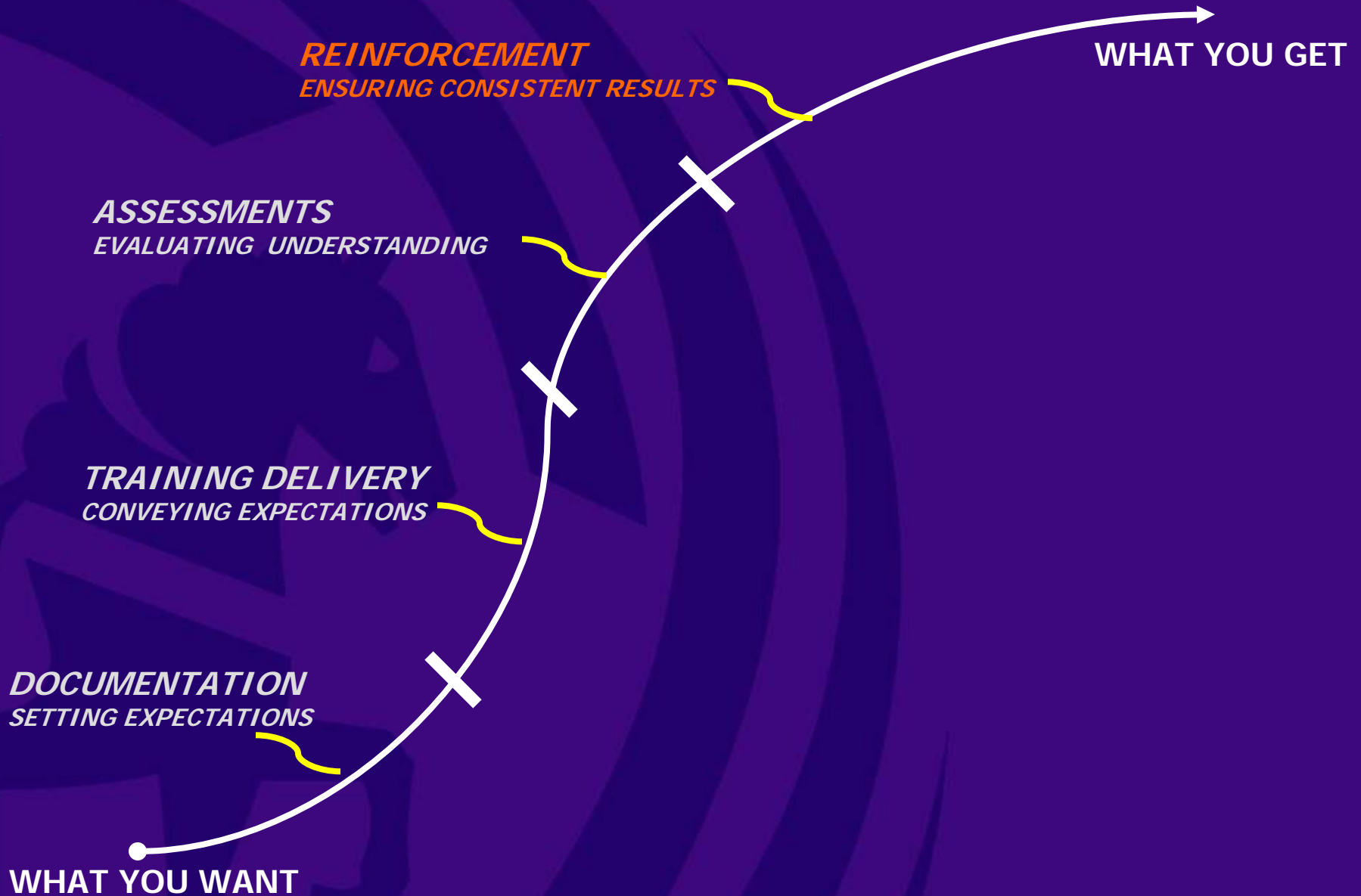


Assessments

Evaluating Understanding

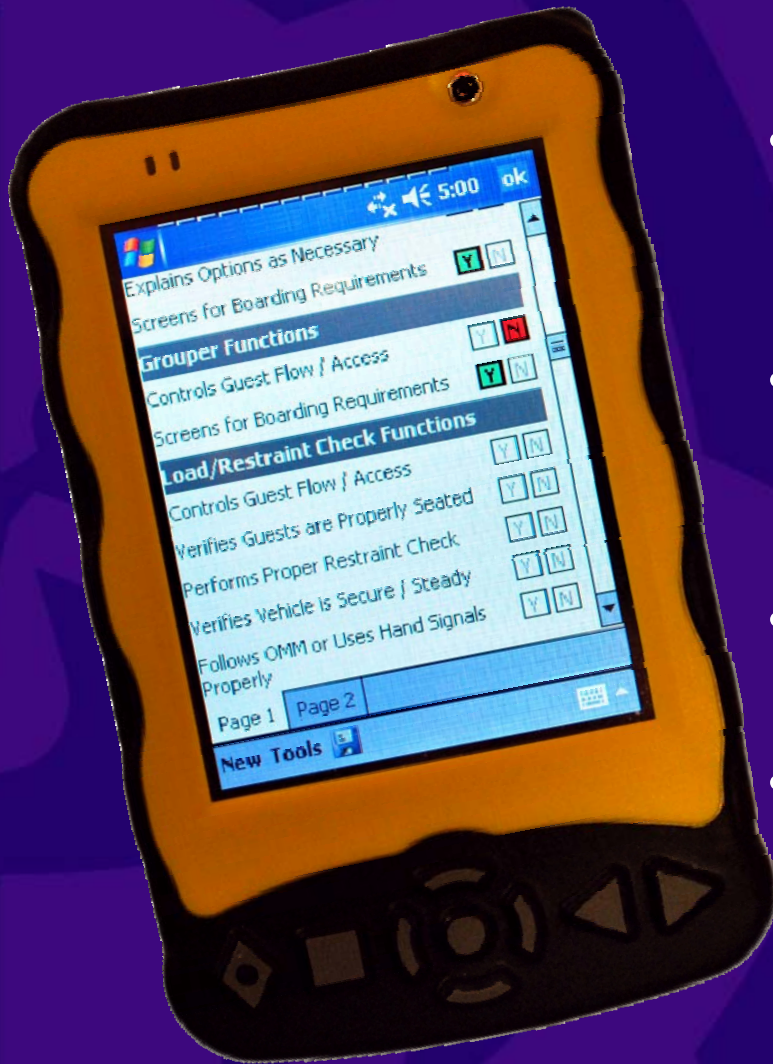
- Determine key knowledge, skills and behaviors to be assessed
- Evaluate knowledge and performance
- Designate Trainers to conduct all assessments
- Ensure Trainers understand how to conduct an effective assessment

Performance Alignment



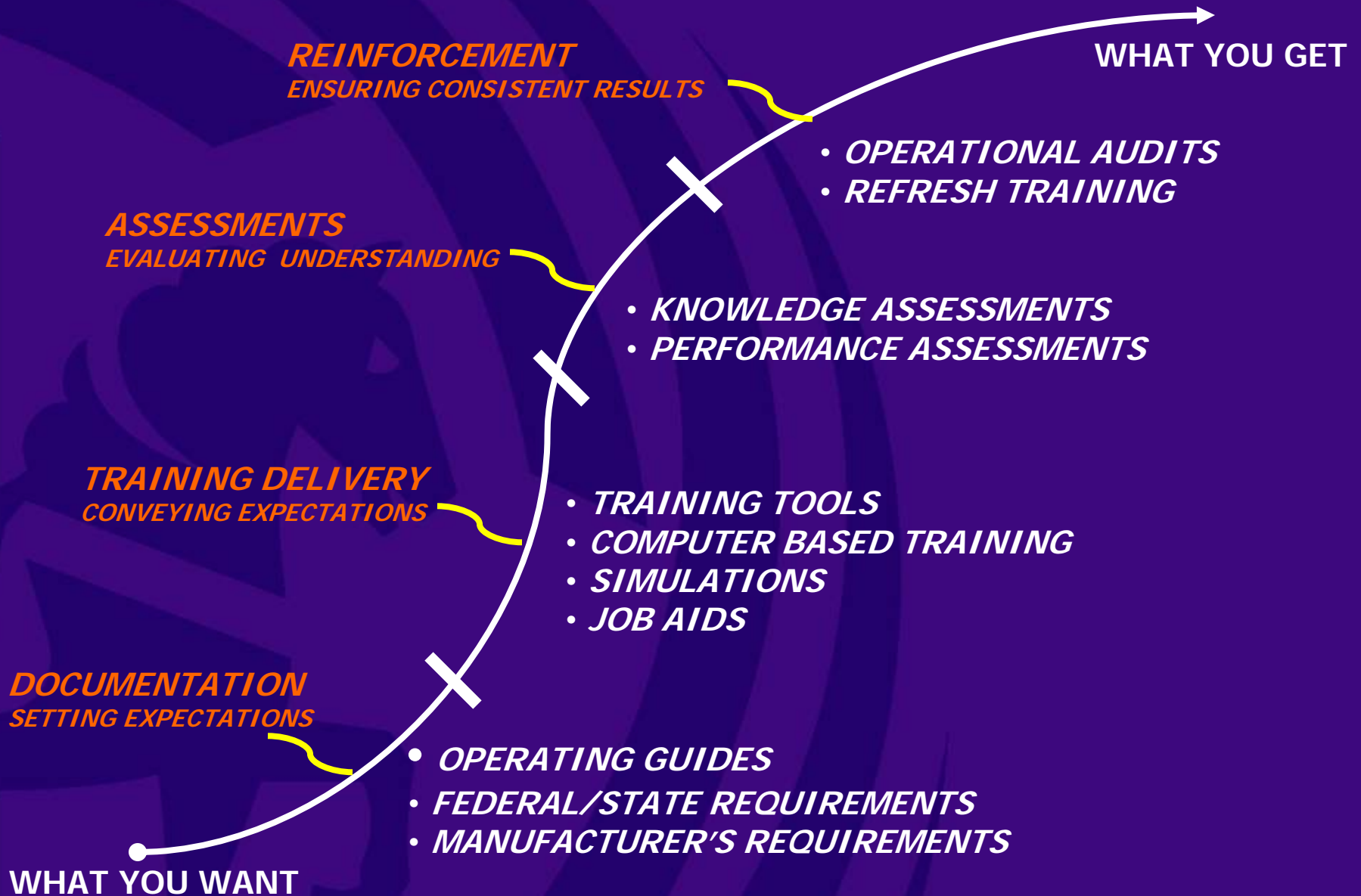
Reinforcement

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