

*insightful*

*experienced*

*results-driven*

*credible*

*professional*

*on-time*

*accessible*

*creative*



*improving*  
**LEARNING & PERFORMANCE**  
*in the workplace*

**HAROLD D. STOLOVITCH & ASSOCIATES**  
**LEARNING & PERFORMANCE SOLUTIONS**





*We have seen a lot in 20 years. We know the business of learning. We know the role human performance plays in business success. We know how to uncover and address needs, then create appropriate solutions. We pride ourselves on helping organizations like yours achieve high levels of performance — and success.*

*accessible results-driven  
on-time insightful*

# The pressure is on. To perform. To succeed.

A volatile business environment, increasing competition, constantly evolving markets, globalization and technology are key issues that keep business leaders up at night. Your need is to transform challenges into opportunities.

You have what it takes to get the job done: human capital. Having the right people is one thing. Ensuring that they perform at their peak is another.

Improving human performance translates to business results.

**Invest in your people.**

## **Your challenge is performance.**

When you need to:

- implement new technology, systems and processes
- provide product knowledge training and support
- build customer service skills
- help your people to do more, faster...with less

HSA can help.

Our solutions, people and processes can help you improve workplace performance, time to competency, and provide a significant ROI. All this while eliminating unnecessary costs and effort.

HSA is a leader in workplace performance improvement. Our proven learning and performance solutions have helped maximize employee performance at hundreds of organizations throughout the world.

**We can do it for you, too.**



*experienced* *creative* *credible*  
*flexible* *professional*

### **HSA meets performance challenges.**

Through a strategic partnership, we accurately pinpoint and then solve your human learning and performance challenges.

Our performance-based approach addresses your need to rapidly and efficiently generate measurable results.

Your unique business makes our business unique. Though many organizations face similar challenges, each requires unique solutions. In partnership, we work with you to identify your desired results, organizational requirements and resource allocations. Then we determine the best way to get there.

We assemble a dynamic team of professionals whose expertise and experience fits your unique needs. With creativity, insight and ingenuity they apply proven processes and tools to build targeted solutions, on time, on budget.

### **We can exceed your expectations.**

### **Results. We deliver them every day.**

***Nationwide bank realized 613% ROI on HSA-created new loan training and performance support.***

***Through HSA training and performance support, major railway implemented new federal guidelines with significantly fewer incidents and accidents than anticipated.***

***HSA assisted network equipment company to expand its workforce by 40% in 6 months.***

***Global real estate company implemented HSA blended learning solution reducing time to competency from 6 months to 6 weeks.***

***Military increased certification success rate by 50% with an HSA performance system.***

***Large brewery reduced learning time by 40% while decreasing breakage and safety incidents through structured OJT program.***

**Your people determine your future.  
Performance matters.  
We make it happen.**

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## Learning Solutions

HSA provides cost-effective, custom-blended learning solutions that deliver measurable business results. Our solutions incorporate intelligent combinations of learning interventions and delivery technologies seamlessly integrated to achieve desired outcomes. To ensure learning transfer, HSA partners with you to select, design, and implement the appropriate learner-centered and performance-based solutions.

- Technology-Based Training (CD-ROM, e-learning)
- Live-Instruction
- Labs, Games and Simulations
- Self-Directed Learning
- Peer Assisted Learning (PAL)
- Structured On-the-Job-Training
- Virtual Classroom
- Documentation

## About Us

*HSA principals, Harold D. Stolovitch and Erica J. Keeps, are committed to sharing their expertise and enthusiasm with clients and associates, and to advancing the field of Human Performance Technology. Together, they offer more than 70 years of consulting experience in business, industry, and government organizations. They have held key positions in professional societies and are recipients of numerous professional awards. Their publishing and editorial credits include both editions of the Handbook of Human Performance Technology. Dr. Stolovitch is an emeritus professor at the Université de Montréal and a clinical professor at the University of Southern California.*

## Performance Solutions

Training is not always the appropriate solution for performance issues. Even when suitable, it rarely is sufficient to achieve and sustain desired performance improvement results. HSA designs and develops interventions to address your critical, non-learning performance needs.

- Assessment / Certification
- Job Aids
- On-line Help
- Performance Support Systems (PSS)
- Incentives / Feedback Systems

## Consulting Services

Organizations often lack the internal expertise or objectivity to make learning and performance improvement decisions. HSA's highly qualified learning and performance professionals can help you make the right decisions with confidence.

- Front-End Analysis / Needs Assessment
- Performance Consulting
- Curriculum and Learning Environment Design
- Transition from Training to Performance Support
- Professional Development Seminars
- Evaluation and Measurement
- Job Task Analysis (JTA)
- Benchmarking Studies