



LEARNING AND PERFORMANCE CONSULTANT

REPORTS TO	Senior Director, Consulting
LOCATION	Regular onsite presence alternating between the PDG offices in Malvern and various clients in the Mid-Atlantic United States.

Position Summary

The Learning and Performance Consultant assists companies in gaining maximum value from their people by designing and overseeing the implementation of innovative business-oriented solutions. The goal is to improve human performance and as a result, the business. These solutions may include change initiatives, performance improvement and management strategies, and learning and development recommendations. The Learning and Performance Consultant is passionate about improving performance and maintaining standards of excellence in all project deliverables.

Responsibilities

In a general capacity, the Performance Consultant will:

- Manage time to execute projects according to the project plan and in accordance with the estimate for all PC resources, both internal and external contractors, in a given account
- Ensure quality and creativity by staying current with theories and best practices in performance consulting, learning design, human performance technology, and evaluation
- Write detailed design, recommendations, and content documents
- Create presentations that capture strategies and solutions developed for clients
- Contribute to the ongoing development and refinement of processes, templates, and tools used to create deliverables as efficiently as possible
- Develop and support effective communication across project teams and between divisions to ensure success
- Accurately estimate and therefore ensure the profitability of all of assigned projects
- Work with program managers to create action plans to execute projects on time and within budget
- Navigate and work in complex client organizations
- Travel on business as required

In a sales capacity, the Performance Consultant may:

- Attend planned and unplanned sales calls with the account managers to provide expert consultation based on the client's areas of interest, or the account manager's preliminary findings
- Assist the sales team in preparing presentations for sales meetings
- Formally present strategic approaches and solutions to clients
- Contribute to proposals and statements of work (SOWs) with and for account managers
- Attend follow-up meetings, interpret and respond to questions from the account manager, and modify focus and/or delivery of message to the client



- Collaborate with the sales team to develop the consulting approach, based on the sales strategy and direction as determined by the account manager
- Identify new business opportunities during sales meetings utilizing performance consulting principles and skills
- Provide estimates regarding performance consulting projects

In a consultative capacity, the Performance Consultant will:

- Collaborate with account managers and clients to define the structural and cultural changes required to achieve business objectives
- Guide and work with clients through goal definition, challenge identification, and process development using problem-solving principles and experience
- Gather data from client meetings and documentation, conduct analysis, and synthesize and summarize findings
- Plan and manage efforts to define organizational processes, capabilities, application of key technologies, and performance metrics
- Design learning, performance, evaluation, and communication strategies and solutions
- Oversee the implementation of interventions and strategies with the flexibility of making adjustments as necessary
- Monitor achievement of strategic, financial, and operational benefits, ensuring planned business outcomes are achieved

Requirements

Education and Professional Experience

The Performance Consultant has:

- MA in a related discipline required, PhD preferred
- A minimum of 10 years of experience in the areas of performance consulting, adult learning, human performance technology, change management, or training and development



General Knowledge and Skills

The Performance Consultant can:

- Design and implement strategic vision and deliver on time, on budget, and with the highest quality
- Discuss and apply current performance and learning theories, methodologies, and best practices and experience to the design and delivery of strategic performance interventions
- Maintain strong internal and external client relationships
- Exhibit strong professional development skills, including problem-solving and business acumen skills
- Demonstrate advanced proficiency in written and verbal communication skills
- Thrive in a fast-paced, project-driven organization
- Adapt quickly and easily to changing requirements and needs from internal and external clients
- Manage multiple priorities and project deadlines, including tracking and managing within numerous project hours and budgets
- Work with the account manager and other team members to respond to changing client solution requirements
- Translate written content into visual descriptions (graphics, animations, interactive charts and graphs, video-based scenarios)
- Interact with senior-level personnel in a client setting
- Work as a team player
- Formally present ideas and deliverables during the project
- Respond to and modify recommendations in the moment, based on observing and reading client reactions
- Lead internal or external PDG personnel (contractors)
- Use Microsoft Word, PowerPoint, Excel, and Visio with minimal support
- Travel between 25%-60% domestically and internationally