



# ADVISORY SERVICES

## Focusing on improved performance

When it comes to workforce performance, the best way to know which direction to go is to determine where you are. But when you're in the midst of things, it's sometimes difficult to see what needs to be improved and how to proceed.

TDS provides an independent third-party perspective, identifying gaps, measuring how productivity is impacted by various human factors and developing a plan to improve performance. After all, performance is about people.

### PREPARING FOR EXCELLENCE

We begin every project by partnering with our client to analyze current issues and determine solutions. During the analysis, we identify gaps and opportunities for improvement in three areas:

1. Knowledge employees need to do the job
2. Resources available and necessary to do the job effectively and efficiently
3. Motivation people have to do their work at optimum performance standards

Some questions we may ask during this phase include:

- What are the desired performance standards?
- How are performance standards being communicated?
- What resources are necessary to perform their tasks?
- How is good performance rewarded?
- In what ways do employees demonstrate job knowledge?



### HOW IT BENEFITS YOU

- Provides an outside perspective from industry and performance specialists
- Assesses the impact of current performance on productivity and provides a continuous plan for improvement
- Focuses on the human element of workforce performance
- Assigns a multi-disciplinary team with expertise in your specific issues to coach you through the process



### Knowledge

- Competencies
- Job skills plus critical thinking
- Evaluation/qualification
- Performance expectations
- Management of learning function

### Resources

- Tools and equipment
- Work processes
- Policies
- Procedures
- HMI (human machine interface)

### Motivation

- Trust
- Communication
- Accountability
- Group dynamics
- Supervisory effectiveness

## DEVELOPING A GAME PLAN

After analysis, TDS will utilize a multi-disciplinary team of experts in both the petrochemical/refining industry and organizational development to work through a formal assessment or a customized solution. The team collaborates with the client to determine opportunities and provides recommendations for how to achieve continuous performance improvement.

Contact TDS or visit us at [TDSHOU.com](http://TDSHOU.com) to find out how our Advisory Services can give you an expert third-party perspective and help you see the big picture.

## WHY TDS IS DIFFERENT

### Expertise

We offer clients a team of performance specialists with industry, technical, human performance and adult learning expertise. This depth of experience allows us to provide a third-party perspective.

### Flexibility

Our responsiveness and resources allow us to quickly adapt and tailor every service to our clients' specific needs.

### Comprehensive

We are a full-service provider that offers solutions for every level of your organization, from new hires to seasoned managers.

### Innovation

From classroom instruction to simulator training, our blended learning methods incorporate the latest technology and industry standards.