

P&PG's FIRM Methodology

Purpose & Performance Group (P&PG) facilitates employee development using a process based on adult neuroscience and adult learning theory. We call our process the "FIRM Methodology." Created by Dr. Bob Schooley (P&PG's SVP of Organizational Effectiveness), the FIRM methodology includes the following steps to enhance the effectiveness of employee development programs.

- **Foundation** - This aspect of the process focuses on "why this topic is important." The business reason(s) for this program is shared with the participants. Often includes pre-reading and assessments.
- **Immersion** - Hands-on problem-solving workshops used to develop awareness and skill. Fail-safe environment in which participants are encouraged to take chances and experiment.
- **Reinforcement** - Follow-up coaching focused on correct application. Participants are encouraged to share best practices and lessons learned with a community of practice.
- **Mastery** - Participants who have successfully mastered the topic / skill serve as facilitators and coaches for future cadres.

Foundation	Immersion	Reinforcement	Mastery
Purpose is to help participants understand why this topic is important	Purpose is to help participants with the how	Purpose is to help participants correctly apply new KSAs	Purpose is to create a continuous improvement loop that is participant-driven
Supervisors must be actively involved in the sponsorship and design of the process	Supervisors assist with the scheduling and delivery of session(s)	Supervisors provide participants with the support and encouragement to correctly apply new KSAs on the job	Supervisors help participants identify and leverage best practices and lessons learned; funnel both into the improvement of this process
Help participants understand how this topic impacts their wellbeing and ongoing success	Help participants develop the knowledge, skills, and abilities (KSAs) required by this topic	Provide a forum for the collection and sharing of best practices, lessons learned and issues regarding the KSAs	Identify, empower and support a participant that would like to serve as the "Community Lead" regarding this topic
Ideal if this message is delivered and supported by senior leadership	Use scenario-based exercises to provide fail-safe opportunities to learn and practice KSAs	Supervisors / S&A coaches provide tailored one-on-one and team coaching	Recognize and honor those that are actively sharing and leveraging best practices and lessons learned
Use an anonymous pretest to gauge incoming awareness	Use a team posttest to gauge progress and flag coaching topics	Use a team posttest to gauge progress and flag coaching topics	Use a team posttest to gauge progress and flag coaching topics