

coolspring.com



Training people to achieve more than they believed possible

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We work with people who want to develop and maintain sustained improvement in the workplace. Is that you?

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Sustained Improvement

At Cool Spring Center we believe that training should produce measurable, positive behavior change that reflects specific, intended outcomes. Behaviors do not change quickly--it takes reinforcement of an idea or message for people to internalize and accept it as their own. People may intuitively "know" the information that has been taught, but they may never get from the "I know" stage to the "reflexive response" dimension without reinforcement. It takes reflexive responses to build sustained improvement.

Our programs can include various follow-through coaching options that will change old habits into new ways of doing.

Return on Investment

Each training session will be evaluated by participants and facilitators to maximize your training investment and measure results. Our web-based evaluation process establishes a long-term measurement of results: at the end of training, several months following, and again after supervisors are asked about the results they have observed. Evaluations are quick and easy to complete. Reports are prepared for each training session and each evaluation step.



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