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‘Exemplary Performance: Driving Business Results by Benchmarking Your Star Performers’ Excerpt

When a company brings back the “lessons learned” from a benchmarking experience, it is often difficult or impossible for the company to take what it has learned and implement these insights within its own culture.

“Exemplary Performance: Driving Business Results by Benchmarking Your Star Performers,” written by Paul H. Elliot and Alfred C. Folsom, offers a more productive alternative to these benchmarking exercises. HR, OD, business leaders and their organizations will discover a proven methodology for building an ever-expanding pool of higher performing individuals and teams.

This excerpt, from Chapter 10, is titled “Replicating Your Stars! Training and Performance Support.” It explains why training is not the default tool for improving performance; where to store required skills, knowledge and procedural information; designing, developing and delivering context-intensive training; and last but not least, developing and implementing performance support.

“Exemplary Performance: Driving Business Results by Benchmarking Your Star Performers” was written by Paul H. Elliot and Alfred C. Folsom, and published by [Jossey-Bass](#). ISBN-10: 1-118204-204; ISBN-13: 978-1-118204-207.

The attached zip file includes:

- Intro Page.pdf
- Terms and Conditions.pdf
- Exemplary Performance.pdf