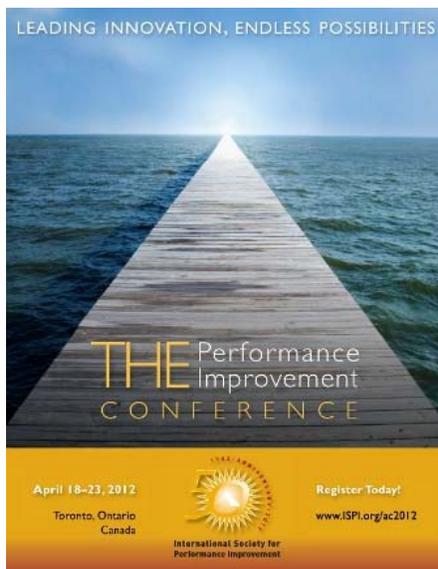


# Performance Improvement in the Piedmont

The Official Newsletter of ISPI Charlotte, Vol. 4, Issue 1

## The 50th Anniversary Performance Improvement Conference 2012



April 20-23, in Toronto, ON, Canada (pre-conference Workshops and Institutes take place on April 18 & April 19).

See Page 7 for more details.

## Learning & Organizational Effectiveness at Lowe's

*In the March 2012 Chapter Meeting*

### **Success Stories that Matter: How the Learning & Organizational Effectiveness (LOE) Department Is Changing to Revolutionize How Lowe's Does Business**

In this Charlotte ISPI Chapter event, you will have the opportunity to meet Lowe's leaders who will share some of success stories. The intent is for you to gain insight into how LOE is transitioning towards performance consulting and performance-based solutions delivery and be able to apply what you learn to your own consulting practice.

**Moderator:** Gary DePaul, Ph.D., CPT

#### ***Featured Speakers***

- Gregory Nell, VP Learning & Development
- Donald Kirkey, Director Learning Strategy & Operations
- Anne Schlosser, Director Leadership Development
- John McKeever, Director Workforce Readiness

### President's Message

Chapter President Marc Donelson shares his thoughts on the 2012 speaker line-up, upcoming Chapter Meeting, and performance improvement

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### In Review: Cal Wick

A review of the January 2012 Chapter Meeting provided by Chris Adams. A synopsis of Cal Wick's interactive presentation on the 6 D's.

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### Member Profiles

Learn more about ISPI Charlotte members in our Featured Member Profiles section.

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## From the President

Hello. I am extremely excited to serve as the President of the ISPI-Charlotte chapter this year, and I am thrilled with the plans we have for 2012. To start, we have a great speaker line-up. In addition, we have moved to UNCC's new Uptown building which is state of the art and much more centrally located, therefore convenient for our members who work uptown and south of the city.

In January, Cal Wick presented on Guaranteed Learning Transfer, and was very well received. Thank you to Cal for presenting and thanks to all those who attended and kicked off the 2012 year with such a great start! I hope you were all able to implement some of Cal's tools when you went to work the next day.

A little while ago, I was reading an article about energy efficient houses. They were comparing the difference the houses that were originally built to be Green and those that weren't but were then transitioned into Green houses. The architect being interviewed said, "It is so much easier and the results are so much better if the house is designed to be Green from the beginning." He went on to say that if you really want a Green house, it is possible to transition your current home from non-Green to Green.

When I read this, my first thought was, "Huh, so if the house is designed with the end goal in mind, the results are better. This sounds a lot like performance improvement and training." (And, yes, that actually was my first thought!)

Unfortunately for many of us, we are working in departments or organizations that were set up for training.



Making the transition from training to performance or any other broader category can be very difficult, much the way turning a non-Green house into a Green house is much more difficult than starting with that goal in your original design. So, as we struggle through those transitions, or as we merely try to initiate a transition, remember that it is possible.

At our upcoming March chapter meeting, we have a panel of four learning leaders from Lowe's Home Improvement who have successfully transformed Lowes originally designed training teams into performance-based learning organizations. During this meeting, there will be breakout sessions that will allow you to meet in small groups with each panelist. You won't want to miss this opportunity to hear recommendations they have and how they did it from the people who successfully completed the transition.

I look forward to seeing you in March.

Thanks,

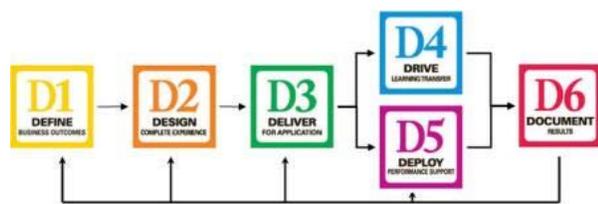
A handwritten signature in black ink, appearing to read "Cal Wick".

## In Review: Calhoun Wick



Cal Wick's presentation to our January 12th evening session, titled "Learning Transfer Guaranteed to Improve Performance" challenged those in attendance to put what they learned into practice.

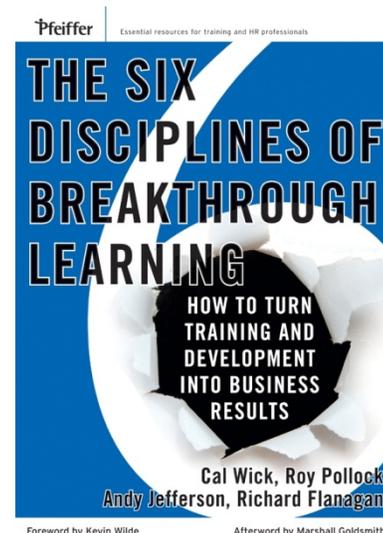
Cal provided an overview of his 6 Disciplines of Breakthrough Learning - the 6Ds - and described tools that can help apply those disciplines.



The 6Ds encourage learning practitioners to set a new finish line for interventions. Going beyond just completion of a module or event - through transfer and application on the job - and all the way to improved workplace results. Practitioners are further challenged to

design the complete experience - making improved performance the focus of design, rather than just learning content.

To model the application of the 6Ds approach, Cal led session participants through some specific activities designed to help them transfer what they learned during his presentation. Participants were encouraged to note a project where these tools could have an impact on blue index cards. Later, green index cards were used to capture specific learning that could be put into practice. Finally, he set a specific goal for follow-up. If participants would submit an "Achievement Story" through Cal's Fort Hill Company web site by February 9th, they would receive a special article reprint that Cal has found to be among the best ever published on human performance.



Reach Cal Wick, Roy Pollard, Andrew Jefferson and Richard Flanagan at their firm: Fort Hill Company via the web at: [www.forthillcompany.com](http://www.forthillcompany.com)

## Featured Member Profiles

*Each month we will feature a few members as a way to continue our chapter's networking.*



### Cyndi Bennett

**Place of Employment:** Bank of America

**How and when did you get started in the performance improvement field?**

As far back as I can remember, I have been interested in improving performance and efficiency. However, I was not formally introduced to HPT until 2011 when my classmates and I from the first program at the UNCC location participated in the University Case Study competition for ISPI. With already having my MBA, the crash course in HPT really made a lot of sense and as Guy Wallace says...I drank the Kool-Aid.

**What are some of the major clients with whom you have worked OR major projects on which you have worked?**

I have worked for Bank of America for the past 10 ½ years and have done mostly large-scale change management initiatives for human resources.

**What are the most significant lessons that you have learned about performance improvement?**

I learned many lessons from participating in the case study competition last year. I'll just share a couple. 1) It is critical to follow the process and allow the results of the analysis to drive the solutions rather than deciding on the solution before understanding the root cause of the problem. 2) Performance improvement results need to be

### Dr. Joel Gendelman



**Place of Employment:** Future Technologies

**How and when did you get started in the performance improvement field?**

I became involved in the performance improvement field at its inception. I was the protege of the founder of the first Educational Technology company, Basic Systems. They were later purchased by Xerox and became Xerox Learning Systems.

**What are some of the major clients with whom you have worked OR major projects on which you have worked?**

Amgen, Kaiser Permanente, Nissan, Hewlett Packard, Quest, Microsoft, Lockheed Martin, and Sandoz

**What are the most significant lessons that you have learned about performance improvement?**

I prefer to do the right things darn well than the wrong things really great.

## Featured Member Profiles



**Chris Prigmore**

**Place of Employment:** Exceed Performance Solutions

**How did you get started in the performance improvement field?**

I became interested in performance improvement before I ever knew it was an official discipline. Early in my career, in job roles that had nothing to do with learning or performance, I sought out ways to improve the processes and procedures of my workgroups.

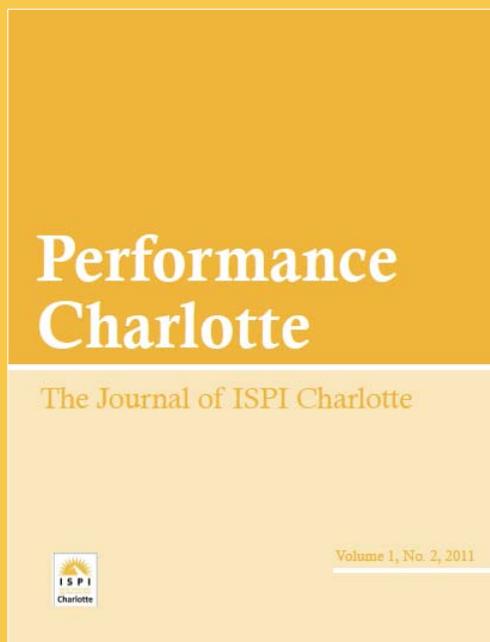
**What are some of the major projects on which you have worked?**

Recently, I've worked on projects as diverse as a multi-year apprenticeship program for a national union, a performance improvement engagement for a mid-sized law firm, and a user interface design for an online application. Whether new employees, existing employees, or customers, the goal was the same: improved performance.

**What are the most significant lessons that you have learned?**

The most important lesson a practitioner can learn is that, regardless of the model applied, success hinges primarily on two factors. The first is the correct identification of both the business goals and the goals of the learners. The second is the application of a systematic process to the project.

## Members' Opportunity to Publish with ISPI Charlotte



**Be a part of the ISPI Charlotte Journal**

This winter ISPI Charlotte will publish its third e-journal filled with articles from some of the year's presenters and others in the field of performance improvement.

In addition to the "big names" in the performance improvement field, we want our Chapter's journal to be a place that showcases our *own* talent. Please submit your own works to be published. This is a great opportunity to be published and to share your expertise with a large community of practitioners.

Here are the basic requirements for submission:

- **500-1000 words** (we will accept longer pieces, but this is a suggested length)
- **Topics:** ISD, performance technology, or any other issue related to performance improvement. We also accept reviews of case studies and your own stories about your work in our field.
- **Deadline for submission: December 28, 2012**

For more information or if you have questions, please contact Gary Grant, VP of Publications at [publications@ispicharlotte.org](mailto:publications@ispicharlotte.org)

## Web Resources

### *Social Learning Theory*

Albert Bandura's social learning theory states that people learn from each other by observing their behavior then imitating and modeling those actions. When people participate in group events, social learning is occurring between the participants. The social learning theory indicates that learning is taking place because people are exchanging information in their conversations, behavior, and the environment as a whole.

Bandura believes the following four conditions are needed for effective learning:

- Attention
- Retention
- Reproduction
- Motivation

For more information on Bandura's Social Learning Theory, visit <http://www.learning-theories.com/social-learning-theory-bandura.html>

***“How do we get people to do what we want them to do?”***

Here's an interesting video by Tim Rooney at PeopleMation about the five factors that impact human performance: Knowledge, Skill, Capability, Motivation, and Environment.

<http://www.youtube.com/watch?v=sgU8NhOqSVE>

## Special Announcement For Members Only

### Enter for a Chance to Win a Free Registration to the 50<sup>th</sup> Anniversary Celebration

If you're a current ISPI Charlotte member and you're thinking about attending The Performance Improvement Conference in Toronto, Canada you should submit your information for a chance to win a free registration. Your entry must be submitted between 2/8/12 – 2/15/12. Entries received after February 15, 2012 will not be considered.

For details on entry rules and to complete the [form](#), go to <http://www.ispicharlotte.org/drawing>.

For detailed information about the 50<sup>th</sup> Anniversary Celebration of The Performance Improvement Conference, go to page 7.

### ISPI Charlotte 2012 Speaker Schedule

| Date               | Event           | Guest Speaker                                     | Speaker's Program Title   |
|--------------------|-----------------|---|---|
| March 8, 2012      | Evening Program | Greg Nell & Lowe's Panel moderated by Gary DePaul | Success Stories that Matter: How the Learning & Organizational Effectiveness (LOE) Department Is Changing to Revolutionize How Lowe's Does Business |
| May 10, 2012       | Evening Program | Tony O'Driscoll                                   | To Be Announced   |
| May 11, 2012       | Workshop        | Tony O'Driscoll                                   | To Be Announced   |
| July 12, 2012      | Evening Program | Carol Panza                                       | Analysis Tools that Engage and Involve People   |
| September 13, 2012 | Evening Program | Miki Lane   | The Missing Link in Organizational Performance  |
| September 14, 2012 | Workshop        | Miki Lane   | What Managers and Supervisors Need to Know About Improving Workplace Performance  |

Please register for these meetings online at [www.ispicharlotte.org](http://www.ispicharlotte.org)

# The Performance Improvement Conference

## Register Today

### Leading Innovation, Endless Possibilities

2012 is here which means **THE Performance Improvement Conference** is just around the corner. Taking place **April 18-23** at the **Sheraton Centre Toronto** in Toronto, Ontario, Canada, this year marks ISPI's 50<sup>th</sup> Anniversary. Come be a part of this milestone event while gaining insight into valuable tools, techniques, interventions, and industry news in Performance Improvement. If you haven't registered yet, now is the time - the early bird deadline has been extended to January 27.

This year's conference is not to be missed. THE Performance Improvement Conference events (April 20-23) include three powerful [Keynote Presentations](#) by Dick Clark, EdD, Mitchell Kusy, PhD, & Elizabeth Holloway, PhD, and Eric Landen. An internationally-focused [Masters Series](#) highlights what ISPI members are doing to build capacity around the globe and the popular [Research-to-Practice Symposium](#) returns with a presentation on *Myth Busting: Separating Evidence-Based Findings from Unsupported Beliefs*. And of course, don't forget the [Educational Sessions](#) featuring more than 40 sessions grouped along seven tracks: Analysis; Business of HPT; Instructional Interventions; Measurement & Evaluation; Organizational Design Interventions; Process or Tool Interventions; and Research to Practice.

In addition to the conference events, several [Pre-Conference Programs](#) (April 18-20) will also be available, including the HPT Institute Principles and Practices of Performance Improvement workshop, the CPT Certification Workshop and a variety of one- and two-day workshops that will help professionals stay on top of their field. Separate registration for pre-conference programs is required.

And no anniversary celebration would be complete without a party! Not only does "Celebrating ISPI" commemorate the 50<sup>th</sup> anniversary of the organization's founding, but also the 20 year anniversary of the Wiley Partnership and the 10 year anniversary of the Certified Performance Technologist certification.

For more information or to register, visit [www.ispi.org/ac2012](http://www.ispi.org/ac2012). Register by January 27 to enjoy a minimum of \$125 in early bird savings on your conference registration. We hope to see you there!



- Keynote Presentations - <http://www.ispi.org/content.aspx?id=1488>
- Masters Series - <http://www.ispi.org/content.aspx?id=1558>
- Research-to-Practice Symposium - <http://www.ispi.org/content.aspx?id=1560>
- Educational Sessions - <http://www.ispi.org/content.aspx?id=1478>
- Pre-Conference Programs - <http://www.ispi.org/content.aspx?id=1486>

Click [here](#) to register or to learn more about registration & fees.

## HRCI Re-Certification & Financial Updates

### HRCI Re-certification Credits Available

The March 8, 2012 program has been submitted to the HR Certification Institute for review. HRCI General Credit is pending.

### Bring cash for UNCC Uptown parking and How to Get a Refund for Parking Tokens

One of the benefits of our new location at UNCC Uptown is that you no longer have to use a parking token. Instead, you will have the opportunity to pay \$4-\$5 in cash for the parking lots adjacent to the building. Each of these lots has a cashbox where you will pay, in cash, when you park. There are no attendants at these lots, to please bring the exact amount.

**Some of you may still have UNCC parking tokens in your possession. Please feel free to bring your parking tokens to our March meeting for a refund. Refunds will be issued at the registration desk.**

And don't forget to bring \$4-\$5 cash to park at the UNCC Uptown facility.

### Need a Receipt/Proof of Payment

It's almost tax time and some of you may have deleted your email receipt of payment for dues or the professional development services you receive through ISPI. Thankfully, getting a duplicate receipt is easy!

If you paid electronically, just log on to your [www.paypal.com](http://www.paypal.com) account to download a receipt. If you paid manually or need assistance just contact Ursula Smith, VP of Finance at 980-202-2421 or [finance@ispicharlotte.org](mailto:finance@ispicharlotte.org).

### PAYPAL - Has your credit card expired?

Please be sure to update your credit card expiration dates in PayPal before your credit card expires; otherwise PayPal will cancel your account.

### Did You Forget About Your Unpaid Balance?

Several members have unpaid balances for meetings dating back to 2010. Please logon to your profile at <http://ispicharlotte.org> to determine if your account is delinquent. You can easily settle your balance by making a payment through PayPal or be sending a check to:

Ursula Smith  
ISPI Charlotte  
PO Box 386  
Charlotte NC 28126

### Updating Your Contact Information

Any changes to your name, employer, phone number, or any other contact information? If so, now is a good time to let us know. Thankfully, members can easily make updates to their contact information in a few easy clicks. Here's how - You can easily log on to <http://ispicharlotte.org/> and go to EDIT PROFILE to make corrections to your contact information. For more information, contact [online-services@ispicharlotte.org](mailto:online-services@ispicharlotte.org).

## Chapter Meeting Location

## UNCC Uptown Parking

The next Chapter Meeting will be held at the UNCC – Uptown Building.

**Date:** March 8<sup>th</sup>, 2012

**Time:** 5:30 p.m. to 8:00 p.m.

**Place:** UNCC – Uptown Building

**Address:** 320 East 9<sup>th</sup> Street, Room 1104  
Charlotte, NC 28202  
Corner of 9<sup>th</sup> & Brevard

Parking tokens will no longer be sold at the registration desk. Parking is available in lots surrounding the UNCC building. One such lot is at 707 N. Brevard St. This is at the corner of 11th. St. and Brevard St.

**General Rules for Parking in Lots:**

- ▶ Park in numbered spaces.
- ▶ Pay the box (usually \$4.00-\$5.00) in the numbered slot corresponding to your spot.
- ▶ Bring exact change; there is no change machine on site.
- ▶ Pay every time you enter the lot; you cannot leave and come back without paying again.

## ISPI Charlotte Board Members

**Marc Donelson**

President

[president@ispicharlotte.org](mailto:president@ispicharlotte.org)

**Guy Wallace**

Past President

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