

# Performance Improvement in the Piedmont

The Official Newsletter of ISPI Charlotte, Vol. 4, Issue 5

## “99-Seconds & Cracker Barrel Presentations”

*In the November 2012 Chapter Meeting*

Join ISPI Charlotte on November 8th for our final evening program of 2012. This will be a unique and exciting evening format consisting of two parts, 99 Seconds and Cracker Barrel Presentations.

99 Second Presentations are a special type of presentation that lasts for, you guessed it, 99 seconds or less. Topics will address areas related to Human Performance Technology or Human Performance Improvement.

Cracker Barrel Presentations are a fun and highly energetic ISPI tradition that features round table presentations given by our local practitioners. The presenters will deliver a 15-minute presentation at their table on a topic of their choice. After the presentation, the presenters will remain at their table and the attendees will select a new presentation at a new table. This format will be repeated for three rounds of presentations.

### Speakers:

- Beth Hughes - Completing ISPI's CPT Certification
- Samantha Burroughs - Myths & Misconceptions of Millennials
- Cyndi Bennett - Impact Assessment: ISPI University Case Study Competition
- John Heun - Sneaking a Performance Consult into the Analysis Phase of a Learning Project
- Lynne Ingersoll - What is the Right Team Size?
- Rebecca Bordero - Cultivating Creative Performance
- Pam Fulwider - Value of Rubrics for Evaluations
- Carol Porter - What is HPT? HPT is a Mindset

### President's Message

Chapter President Marc Donelson reflects on Miki Lane's presentations, discusses performance problems, and introduces the format for the next Chapter Meeting.

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### Featured Member

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

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### In Memory

ISPI remembers Joe H Harless.

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## From the President

Welcome to Fall. The temperatures are cooling off, school is back in session, and football has returned (and luckily the NFL refs have too). In September, Miki Lane was here for an evening program and the final day-long workshop of 2012. For those who attended, it was a great two days of hearing how supervisors play a critical role in the success of training programs, change implementations, and employee performance as a whole.

Another Fall event is Halloween. Halloween is a holiday surrounded by costumes. Costumes allow us to change who we are and be someone else for a night. We disguise ourselves and put on a mask. As HPT professionals, aren't we constantly encountering situations that seem masked? For example, how many times have we talked to customers who want training to improve performance, when in reality they may need a non-training solution? Or, we encounter managers who say their employees have poor attitudes instead of understanding that having the right people in the right roles could make all the difference. Sometimes, we may even work with departments that have processes that are efficient for them, but the interface with other departments causes confusion and rework.

These situations could be illustrations of masked problems and disguised to those without an understanding of HPT. The more we understand about our field, the better equipped we become to unmask these situations and find the true roots of these problems. These skills help make us more valuable to our respective organizations. Look for little projects to start demonstrating your unmasking capabilities.

Our next chapter meeting will provide you with four opportunities (instead of one!) to add to your unmasking skills. Since we shifted our meeting months for this year, our next meeting in November will be our year-end meeting.



It will be a different format than our typical chapter meetings. The meeting will have a Cracker Barrel format. For those that aren't familiar with Cracker Barrels, we will have 7-8 presenters. Each will be at a separate round table and will present their information four times. All those in attendance will have the opportunity to choose a presentation to hear during Round 1, another presentation in Round 2, etc. Please see the presenter information in this newsletter for all the details. I look forward to seeing all of you in November.

Thanks,

A handwritten signature in black ink that reads "Miki Lane".

## Featured Member Profiles



### Dana Cooke

**Place of Employment:** Handshaw, Inc.

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

My start in this field was by chance. I received training for a position I had accepted (totally unrelated to performance improvement), and within a few weeks, realized that what I was taught was not the same as what I was doing. And I had to alter my performance to accomplish what was needed. As a result, I took notes, spoke with my colleagues (who made recommendations on what should be in the training), shared the information with management and restructured the training based on the actual requirements of the position.

**What are some of the major clients with whom you have worked OR major projects on which you have worked?** TIAA-CREF, Electric Power Research Institute (EPRI), First Tennessee Bank, Cone Healthcare Network

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

Developing solid goals and determining root causes is critical to uncovering performance issues and ultimately, creating the appropriate solutions. If these steps aren't fully executed, a temporary fix may be found but the issues will resurface.

## Members' Opportunity to Publish with ISPI Charlotte

### Performance Charlotte

The Journal of ISPI Charlotte



Volume 1, No. 2, 2011

#### **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 Resource

## ISPI Mourns Loss of Joe H. Harless

### *Performance Improvement: Stages, Steps, & Tools*

Performance improvement is more than applying a training solution to a problem. It's a systematic way of approaching and addressing the problem. This website was created for people in the healthcare industry but the information it contains is applicable to any industry.

The website explain that performance improvements involves engaging people to define, describe, identify, and implement a methodical approach to addressing performance gaps.

Whether you are in the educational, healthcare, insurance, or retail industry, the information on this website is useful and relevant to human performance technology.

To review the website, click here.

<http://www.intrahealth.org/sst/index.html>

On Thursday, October 4, 2012, longtime ISPI member, Joe H. Harless passed away. We were fortunate to have him join us for our 50th Anniversary this past April in Toronto. Here's a link to his presentation, if you weren't in attendance:

[http://www.youtube.com/watch?feature=player\\_embedded&v=WLjS9rkRvps](http://www.youtube.com/watch?feature=player_embedded&v=WLjS9rkRvps).

To quote ISPI member Paul Elliott, "Our field has lost a giant!" But, as Fred Nickols so eloquently wrote, "...we are all the more richer as result of his having been with us all those years." Our thoughts and prayers go out to his family and friends.

### ISPI Charlotte 2013 Speaker Schedule

Date	Event	Guest Speaker	Speaker's Program Title
January 17, 2013	Evening Program	Jane Bozarth	To Be Announced
March 14, 2013	Evening Program	Roger Addison	To Be Announced
March 15, 2013	Workshop	Roger Addison	To Be Announced
May 9, 2013	Evening Program	Robert Petruska	To Be Announced
July 7, 2013	Evening Program	TBD	To Be Announced

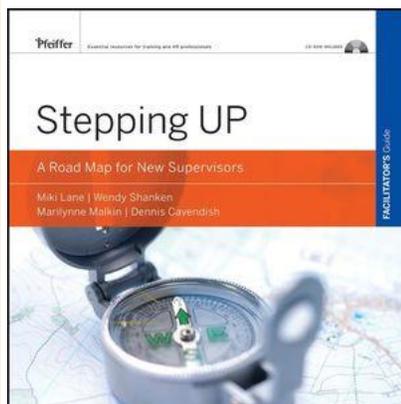
Please register for these meetings online at [www.ispicharlotte.org](http://www.ispicharlotte.org)

## In Review: Miki Lane

On September 13<sup>th</sup>, ISPI Charlotte's guest speaker Miki Lane facilitated the evening program titled "*The Missing Link in Organizational Performance*". In the program, Miki explored why managers and supervisors promoted to their position from within the organization fail almost 50% of the time and what can be done to alleviate this workplace phenomenon.



In the workshop the following day, Miki Lane delivered the day long program titled "*What Managers and Supervisors Need to Know about Improving Workplace Performance*". In the workshop participants will examine the critical issues of workplace performance including helping managers, supervisors and the people they report to think outside of the normal, hierarchical organizational structure. Through presentation, interactive discussion and activities, participants learned how to manage day-to-day performance of direct reports, provide feedback and deal with resistance.



### Miki Lane's Publications

"Performance Aids" chapter in Handbook of Improving Performance in the Workplace, Vol. 2: Selecting and Implementing Performance Interventions, Pfeiffer, San Francisco, 2010.

Stepping Up: A Road Map for New Supervisors, Facilitator's Guide, CD-ROM Included by Miki Lane, Marilynne Malkin, Wendy Shanken, Dennis Cavendish  
ISBN: 978-0-7879-8714-5

"Business Survival Skills" a chapter in the Handbook of Human Performance Technology, 2nd edition, March, 1999.

## Chapter Information

### Cancelling Your Membership?

Many thanks to everyone for their membership! We understand that there are life and career changes that may result in you discontinuing your membership. If at any time, for any reason, you elect to cancel your membership and you have not registered or attended an ISPI event during the related membership period, you may request a refund of your membership dues from the VP of Finance (finance@ispicharlotte.org) within 7 days of the payment being received by ISPI."

### Bring cash for UNCC Uptown

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-\$6 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, so please bring the exact amount.

### 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.

## Meeting Location

## UNCC Uptown Parking

Events are held at the UNCC – Uptown Building

**Date:** November 8, 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

Registration Prices

Event	Member	Guest
Chapter Meeting on 9/13	\$15.00	\$25.00

Special pricing for students and faculty

<http://www.ispicharlotte.org/events>

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 11<sup>th</sup> St. and Brevard St.

**General Rules for Parking in Lots:**

- ▶ Park in numbered spaces.
- ▶ Pay the box (usually \$4.00-\$6.00) 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

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