

Armed Forces ISPI Newsletter

Issue 11

October 2006

AFC-Sponsors Special Issue of Performance Improvement

In collaboration with the editors of *Performance Improvement*, AFC is sponsoring a special issue of the journal with a 'Human Performance Technology in Military Settings' theme.

The purpose of the special issue is to showcase the unique talents of performance technologists who work in and around the military without restricting the focus to a specific area of application.

Details and Deadline:

The deadline for submissions to the Armed Forces Chapter review team is **September 1, 2006**.

The issue is currently on schedule for publication as the March 2007 issue. The status of the process thus far is reported in the President's Corner.

U.S. Coast Guard Holds Annual HPT Conference

September 6-9, 2006, found over 350 members of the Human Performance Technology community gathered in beautiful Williamsburg, VA, for the U.S. Coast Guard's annual HPT conference. The theme of this year's conference was **The Power of Performance** and the two and half days schedule read like a virtual who's who of performers.

The keynote speaker, Dr. Carl Binder, gave a very inspirational address entitled *Driving the power of "Performance Thinking" with the Six Boxes Model*.

There were workshops covering a wide range of topics, from training initiatives, competency management, performance support to certification programs.

Our chapter was well represented, there were between 15 to 20 chapter members in attendance.

The Coast Guard hosted a very valuable conference and one you should try to attend in the future.

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AFC 2006-07 Webinar Series

Paula Alshure

Center for Effective Performance

Date: November 8, 2006

1400 Eastern Standard Time

There will be a door prize awarded to one lucky participant.

Watch for E-Mail Announcement
Leader Name: MR AARON BOLIN



President's Corner

Wow, what a busy couple of months for the Armed Forces Chapter! In particular, the AFC sponsored special issue of *Performance Improvement* has been an all-consuming task for the last couple of



Aaron U Bolin

weeks. When we first made the commitment to coordinate submissions for a special issue, I'm not sure we fully realized the scope of the task. Thankfully, AFC is blessed with a membership full of authors, reviewers, and other volunteers who rose to meet the task. For all who participated in the effort, thank you for your professionalism and patience with the process.

At the time of this writing, we have reviewed all the submissions to the authors with some constructive feedback. By October 15, I expect to have polished copies of each submission in my hands. At that time, I'll do a final spot check, sequence the submissions, write a brief commentary, and put the whole package in the mail to the editor-in-chief by November 1. Our edition of *Performance Improvement* is scheduled for publication in March of 2007.

I also want to call attention to some of the work that has been on going to expand AFC presence at relevant conferences. Although many AFC members attend conferences, I think Jim Craumer is going for the conference attendance record this year. He recently attended the U.S. Coast Guard HPT conference and the ISPI fall symposium and is planning to attend the I/ITSEC conference in December and the ISPI spring conference in April. I/ITSEC, in particular, is growing important for AFC. Many of our members who cannot get funding to attend ISPI conferences are

Secretary-Treasurer's Report

The membership roster of the AFC continues to grow. Today we have 207 active members – 7 new members since the last newsletter. Thanks to the efforts of our hard working SIG's.



LT Chris Foster

Since renewal notices were sent in late May, we have had a number of members renew. In fact, one member re-upped for two years. If you are one of those who has not yet renewed, I would encourage you to go ahead and do so. I will be sending out reminders and new renewal notices in the next week or so.

As of 3 October 2006 the AFC account balance is \$4,153.10.

In support of our mission, the AFC will be funding some activities in the near future:

- Socials at I/ITSEC, ISPI, and USCG HPT Conferences
- Purchase of additional AFC pens.
- Purchase of door prizes for AFC Webinars

Respectfully Submitted,
LT Chris Foster
3 October 2006



President's Corner Con't.

able to attend I/ITSEC.

For those who are not familiar with I/ITSEC, it stands for Inter-service Industry Training Simulation Education Conference. This year, thanks to the efforts of Kim Williams, I/ITSEC will have an HPT track for papers and presentations. AFC members are planning a social hour at the I/ITSEC conference, and big ISPI is also planning to attend for the first time.



After Action Review: AFC Webinar ***“Performance Architecture: Breaking the Code”***

Our August webinar featured Dr. Roger Addison CPT. The following review is co-authored by members Thomas H. Sheppard and Lt. Chris Foster.

The AFC has done it again! The ability of our nascent organization to bring some of the foremost authorities in the performance improvement field to our Webinars is nothing short of extraordinary. Dr. Addison is the Senior Director of Human Performance Technology for the International Society for Performance Improvement. I am sure that I speak for all who attended that we not only thoroughly enjoyed his presentation but appreciated his personal fortitude as well. Even though he was under the weather he insisted on being at our Webinar and I daresay none of the participants could identify any “gap” in his performance because of it.

His talk on Performance Architecture: Breaking the Code is both timely and useful to those of us in the field of performance improvement. For many practitioners Human Performance Improvement makes perfect sense, until you try to actually use it in the workplace. What makes perfect sense in theory can become undoable in practice, sometimes because of intangibles. One of Dr. Addison’s strengths is his ability to describe the HPI process in terms that not only practitioners understand but clients as well.

He emphasized that our work as Human Performance Technicians can be understood by considering Where We Work, How We Think and What We Do. We work at multiple levels; that of the performer, organizational operations / processes, the organization, and society with focus on aligning each level with the other.

Our thinking is guided by a systems perspective taking into consideration aspects of the culture and conditions of the organization. The work that we do is systematic: rigorous, methodical, thorough, consistent and purposeful.

While the specific approach we employ in our role as HPT might vary depending on the particular performance problem we are addressing, Dr. Addison highlighted six phases that an effective approach will share: 1. Determine the need and opportunity, 2. Define the requirements, 3. Determine the drivers and solution(s), 4. Design the solution(s), 5. Implement the solution(s) and 6. Evaluate the results and revise as required. These phases are not linear. Depending on the situation, we may start with any of the phases and move forward or back as necessary. However, all phases are eventually addressed.

We use models to work through these phases. Larger models can provide an overall framework and help to communicate our approach to our client. Smaller, supportive models facilitate working through specific phases.

One such approach and the one focused on in this presentation by Dr. Addison is Performance Architecture, which is a diagnostic-prescriptive approach used to analyze and design performance systems. The focus of this approach is on improving performance by addressing culture, competence and confidence. Dr. Addison points out that culture is manifested in how things get done in the organization. The vision, mission, values and management practices of an organization can give insight into the culture of an organization.

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Dr. Roger Addison Webinar**

Competence refers to the skills, knowledge and abilities of performers. Confidence is influenced by accomplishments, behaviors, attitudes and contribution.

The trademarked "Performance Map" can be used with this approach. It is a three-dimensional diagnostic tool that allows the assessment of an organization and its performer groups on culture, competence and confidence. The results of this analysis allow the HPT to appropriately focus interventions in the area of motivation, environment, learning, structure or some combination.

If you missed the webinar and would like more information, you can download Dr. Addison's brief from the AFC website at www.afc-ispi.org. Webinars are one of the wonders of the 21st century and provide us access to some of the preeminent thinkers in our discipline, such as Dr. Addison.



**Welcome to New Members!
207 Members and Growing!**

Ellen Simes, Industry, Springfield, MA

Susan Coleman, Industry, Centerville, VA

Joyce Mayhew, DOD, Indianapolis, IN

Christina Hrenchir, DOD, Lebanon, IN

ISPI 2006 Fall Symposium

The beautiful Buena Vista Palace Hotel, Orlando, FL. was the site for this year's fall symposium. ISPI tried a new format for this year's fall meeting, by conducting clinics running 1 1/2 hours for morning sessions and 3 hours for the afternoon sessions, as opposed to the old format of 30 & 45 min. presentation workshops. The clinic format allowed the presenter's time to develop the topics in greater detail rather than just presenting an overview, which quite often didn't fulfill the attendee's desire and needs.

As always the keynote presentations were very inspirational with two keynote speaker's, Dr. Geary Rummel leading off, with "Linking Individual Performance to Organization Results" and then followed by Lance Dublin's address "Next Generation e-Learning : Making Sense of What's New, What's Hot, What Works and Why". As always the Bagel Barrel session was a big hit. Although the fall symposium is not as large event as the annual conference, there were 24 different clinics for attendees to choose from as well the keynote address, bagel barrel and two full day workshops resulting in a very worthwhile event to attend.

Next up the 2007 conference In San Francisco April 30 – May 3, 2007. Hope to see many AFC members there, we will be having our semi-annual meeting and social.

AFC Social Gathering at I/ITSEC

Mark your calendars! AFC is planning a social event at this year's Interservice/Industry Training, Simulation and Education (I/ITSEC) conference (<http://www.iitsec.org>) to be held December 4-7 at the Orange County Convention Center in Orlando, Florida. Held annually, I/ITSEC is one of the largest conference dedicated to military training, simulation and education. The AFC gathering will be held on-site and provide AFC members attending the conference a chance to network and socialize with others. This will be a great opportunity to share what your organization is doing in the area of Human Performance Improvement. Look for more details concerning this event in future newsletters.

For more information, contact Richard St. Amour at Richard.stamour@usmc.mil.



Armed Forces Chapter Calendar

Dates	Activity	For More Information
August 2006	Bi-monthly AFC Newsletter	
3	AFC Professional Development Webinar Series Presenter: Roger Addison, CPT, Ed.D, ISPI	
31	Speaker Proposal Deadline for ISPI Spring Conference	Visit the conference link at the ISPI homepage: www.ispi.org
September 2006		
1	<i>Performance Improvement</i> Special Issue on HPT in Military Settings Deadline for Submissions	
6-8	U.S. Coast Guard Human Performance Technology Workshop in Williamsburg, VA	Visit the conference website at: http://learning.uscg.mil/hpt/#
14-16	ISPI Instructional Systems Fall Symposium in Anaheim, CA	Visit the conference link at the ISPI homepage: www.ispi.org
October 2006	Bi-monthly AFC Newsletter	
12-14	ISPI Europe Conference in Prague, Czech Republic	Visit the conference link at the ISPI homepage: www.ispi.org
November 2006		
TBD	AFC Professional Development Webinar Series Presenter: Paula Alshure, Center for Effective Performance	
December 2006	Bi-monthly AFC Newsletter	
4-7	Interservice Industry Training Simulation and Education Conference (I/ITSEC) in Orlando, FL	Visit the conference website: http://www.iitsec.org/
January 2007		
February 2007	Bi-monthly AFC Newsletter	
March 2007		
	Tentative publication date for the AFC-Sponsored Special Issue of Performance Improvement	
April 2007		
April 30 – May 3	AFC annual business meeting at the Spring ISPI conference in San Francisco, CA	Visit the conference link at the ISPI homepage: www.ispi.org

