

# Armed Forces ISPI Newsletter

Issue 12

February/March 2007

## Nominees for 2007 Board of Directors

### President-Elect



Roger Chevalier

I would like the opportunity to lead the ISPI Armed Forces Chapter by building on the strong foundations already established. As an ISPI staff member, I supported the formation of the revived chapter. I was a member of the old Armed Forces Chapter and was recognized as the Military Trainer of the Year for 1988 as my training center was selected as the Military Training Organization of the Year.

My qualifications include:

- Former ISPI Director of Information and Certification responsible for encouraging the use of performance technology with ISPI's 10,000 worldwide members by delivering presentations at professional conferences, instructing in ISPI's Institute programs, establishing partnerships with other organizations, publishing articles, working with authors to publish their books, and certifying performance improvement professionals as Certified Performance Technologists (CPTs).
- Former Training Officer, USCG Training Center Petaluma responsible for the analysis, design, development, implementation, and evaluation of 25 courses delivered by 120 instructors to 4,000 students a year in seven schools.
- Former Vice President, Century 21 Real Estate Corporation's Performance Division with a design staff of seven and over 200 consultants and trainers who delivered sales and management programs for 80,000 sales associates in 5,000 offices nationwide.
- Author of *A Manager's Guide to Improving Workplace Performance* (AMACOM Books: 2007) and over 30 articles and books chapters on performance improvement, leadership, sales, and customer service.
- Ph.D. (Applied Behavioral Science), M.S. (Organizational Behavior), M.S. (Personnel Management), M.A. and B.A. (English Literature). Certified Performance Technologist (CPT).

### Secretary/Treasurer



Thomas Sheppard

Entered the Navy at the age of 17 in 1975, promoted to Master Chief in 1990, graduated from the Senior Enlisted Academy with Military Distinction, final tour as a CNO directed Command Master Chief, a member of the Chief of Naval Operations and Master Chief of the Navy's Senior Enlisted Advisory Panel and retired from the Navy in 2005. The Navy's emphasis on education encouraged me to further my education, completing an Associates degree in Electronics Technology from Gavilan College, a Bachelor's from Excelsior, a Master in Education from Troy State University, and presently pursuing a PhD at Capella with a specialization in Training and Performance Improvement.

Life after the Navy has led me to the performance improvement field. I was exposed to its concepts by my participation in the Navy's Task Force Excel and the Revolution in Training and have chosen to enter this career field. I am presently employed with the Navy's Human Performance Center and recently achieved the Certified Performance Technologist (CPT) designation. Membership in the Armed Forces Chapter has exposed me to prominent performance improvement practitioners and enriched my understanding of the discipline, for which I am very appreciative. I am convinced that the AFC has an important role to play in aiding the transition from training to performance improvement throughout all of our organizations. I want to be part of that effort and I want our organization to flourish and therefore I desire to serve as Secretary/Treasurer of the AFC.

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Armed Forces Chapter 1  
[WWW.AFC-ISPI.ORG](http://WWW.AFC-ISPI.ORG)



## President-Elect's Message

As our year comes to a close and we prepare to change command and move forward I would like to say a few words. First, I want to take this opportunity on behalf of our membership to offer a big thank you to our retiring officers, President Aaron Bolin and Secretary-Treasurer Chris Foster, for their outstanding devotion of time and talent to the chapter.



James Craumer

Aaron has worked tirelessly to ensure our Webinar program has continued to grow and increase our chapter's exposure, also he spearheaded the project of getting a special issue of *Performance Improvement*, due for release this month. AFC members wrote all articles in this issue. There were nine articles accepted for publications, a typical issue of *Performance Improvement* prints 5-7 articles, the editors were so impressed with the quality of the submissions from AFC members that they agreed to carry over any excess articles to the next issue in April. So to all the authors Bravo Zulu, well done and thank you for your contribution to our chapter.

Chris likewise has given untiring effort to support the chapter, with the majority of his work being behind the scenes. In the past year, he has updated and maintained our primary asset: the membership database, which I am glad to say, has grown well over 25% this past year. Chris also has established a very affordable way for the chapter to process credit card payments, thus allowing members to pay dues renewals on line. The system has been tested and found to be fast, very secure and painless to use.

Now to the future, the new officers will take the helm at the annual ISPI conference in San Francisco April 30 – May 3. Our semi-annual chapter meeting will be Tuesday May 1 in the Pacific H suite San Francisco Marriott from 5:00 – 6:30 P.M. For those members who will be attending the conference I look forward to seeing you at the meeting. The agenda is very short, a brief state of the chapter report, change of command ceremony and social reception.

In closing, I want to say that I have enjoyed serving as the President-Elect this past year and I am looking forward to serving as your President next year.

## Secretary-Treasurer's Report

A lot has happened since the last newsletter. Our current active membership is 210. This includes seven new members and a number of renewals. We've implemented a new policy, which will inactivate the memberships of those that do not renew their memberships in a timely manner. Future membership numbers will reflect this policy change.



LT Chris Foster

As of 28 February 2007 the AFC account balance is \$4,080.39.

In response to member requests and in order to streamline the application and renewal process, I have established a relationship with PayPal to allow the processing of membership dues by credit card. The challenge in providing this option in the past has been the high costs associated with this type of service given the low volume and low payment amounts the AFC processes. PayPal is ideal for us in two ways. First, the only fees are transaction based rather than fixed and are lower than the traditional service providers in this sector that we previously investigated. Second, our members can make dues payments without having to create a PayPal account. All that is needed is a credit card and internet connection. All payments are processed on a secure connection. In the past month we have tested the new system for efficiency, accuracy, and security. The system passed all of these tests. The next step is to begin accepting membership renewals via credit card. All future membership renewal notices will include the option of renewing your membership by credit card – instructions will be included in the renewal notice. This should significantly simplify the renewal process. In the future, this will allow us to incorporate into the website on option for new members to join AFC online.

Finally, consistent with our mission, the AFC has recently funded a number of activities:

- Social at I/ITSEC 2006
- Social at the Fall ISPI Conference
- AFC pens to support new member recruitment efforts
- New Handbook for Human Performance Technology – door prize for AFC webinar

Respectfully submitted,

LT Chris Foster

Secretary / Treasurer Armed Forces Chapter - ISPI

### Welcome to New Members!

**Lisa Groton**, Industry, Pace, FL  
**Greg McCutcheon**, USAF, Lancaster, CA

**Rick Simonton**, Industry, Westlake Village, CA  
**Brett Christensen**, Canadian Forces, Bordon ON  
**Russell Powell**, USCG, Santa Rosa, CA

**John Jones**, USCG, Topeka, KS  
**Tom Walsh**, USCG, Washington, D.C.

### Renewals

Frank Budd  
Claire Olona  
Kathryn Dalgleish  
Michael Porter  
Bryan Krajewski  
Robert Whitmire  
Janet Weisenford

Mario Miglirdi  
Jim Craumer  
Vincent Patton  
Arn Heggers  
Richard St. Amour  
John Messer

Randall Chalkley  
Kristen Packer  
Sandra Detter  
Joan Sampson  
Lloyd Long  
Kim Williams

Sandra Ogden  
Ernie D'Antonio  
Matt Peters  
Burton Krain  
Mark Walton  
Wayne Aaberg

Richard Cole  
James Perry  
Susan Grunin  
Karla Scroggins  
Ingrid Mellone  
Karen Pohl



## Informative, Interactive Webinar Discussion by Ms. Paula Alsher

Secretary / Treasurer Armed Forces Chapter - ISPI

On 08 November 2006, Ms. Paula Alsher, Vice President of CEP, The Center for Effective Performance (CEP), presented a webinar entitled Conducting Best-Practice Front-End Analysis.

Ms. Alsher spoke for about an hour on conducting front-end analysis in performance-based organizations, and answered questions posed via the Chat feature on the webinar at the end of her discussion.

She discussed how best-practice analysis differs from traditional needs analysis, and described the four major types of analysis: goal analysis, job analysis, task analysis, and performance analysis. Goal analysis, according to Ms. Alsher, takes "fuzzy" goals and describe them in observable, measurable performance, to assist you in recognizing successful performance. Job analysis is the act of defining what performers need to do at the job level and how well they need to do it to meet expectations. One of the benefits of job analysis is that it can be used immediately as a performance management tool. Task analysis, Ms. Alsher discussed, documents the steps and decisions performers should follow to complete a job task. It ensures that training is based on best practices and can be used to immediately improve performance. Conducting performance analysis is asking what's causing the problem, if it's a problem that training will fix, and if there are less expensive remedies.

Ms. Alsher then described how different problems call for different solutions to performance problems, referring to these obstacle types as "Skills," "Hills," and "Will." She discussed removing these obstacles through analysis, identifying the causes of the obstacles and implementing effective solutions. Linking analysis directly to measurement and evaluation, performance analysis identifies causes for the gaps and leads to performance "shoulds." Furthermore, analysis can be used as the basis for a performance management program, and as a way of measuring the return on investment in an organization.

She concluded the webinar with a brief overview of the Center for Effective Performance, and described its history, services, and how it helps its clients improve performance in their organizations. For more information about the CEP or Ms. Alsher, please contact her at [palsher@cepworldwide.com](mailto:palsher@cepworldwide.com).

Submitted by Kristin Finn

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Congratulations to Kristin Finn  
winner of November's Webinar Door Prize  
the *Mager Six-Pac*.

## More Than a HELP System for Software: Planner & Sidekick Performance Support by Dr. Allison Rossett

First off, what is performance support? It is a helper in life and work, performance support delivers information, processes and perspectives that guide planning and action. Dr. Rossett referred to this kind of performance support as "job aids on steroids" using technology to provide just-in-time guidance where and when you need it. It is performance support that is provided in the midst of a task and just at the moment of need. This is like using a GPS in your car compared to following the directions and map you printed on Map Quest before you left the office. Solving problems by delivering information on time, in context, on just about any topic

Some PS is just-in-time and just-for-me to deliver a solution that knows who I am, what I need and what has happened to me in the past. Some examples were preparing for surgery, preparing for retirement, or switching company incentive plans. It takes detailed information about you and other related variables and can provide guidance in your decision-making and plans of action. It is the infusion of information, guidance and support into the context that matters.

There are two kinds of PS: Planners and Sidekicks. Planners are in our lives before or after a challenge. Sidekicks are at our side during the task. The level of integration into the task increases when you move from a planner to a sidekick. Just as the tailoring increases from a standard to a tailored solution, meaning the level of the just-for-me-ness of the performance support increases.

**Standard Planner:** What does a family need to do in case of a fire?

**Tailored Planner:** What does our family need to do since we are living in a second floor apartment.

**Standard Sidekick:** Can this cleaner get out this type of stain?

**Tailored Sidekick:** How much tax do I pay this quarter given my earnings?

Blended with training and other support, this type of performance support of targeted resources can have extremely high pay offs in terms of improved performance. But it comes at a price. Highly sophisticated, interactive and tailored PS comes at a higher cost in addition to being challenged by technology limitations, executives won't want it, trainers will fight it, and it's too hard to produce to name a few.

The power of performance support is beyond the transfer of learning, it is the convergence of information and work and the transfer then is no problem.

Submitted by Luann Swanberg

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Congratulations to Luann Swanberg  
and Sandra Detter winners of  
February's Webinar Door Prize  
the book *Job Aids & Performance Support*



## Report from I/ITSEC 2006

AFC Members meet at I/ITSEC. AFC members attending this year's Interservice/Industry Training, Simulation and Education Conference in Orlando (4-7 December), Florida took time out from the many exhibits and presentations to come together for some refreshments and the opportunity to meet other chapter members. It was a great chance to network and learn what others are doing in the area of human performance improvement. AFC President-elect Jim Craumer, who attended the event, stated, "Although this event was small this year, we are planning for a larger event next year." For those who missed out, the chapter is already looking forward to next year. Thanks go out to all who made this event possible.



## Armed Forces Chapter (AFC) Special Interest Group (SIG) Vice President Position Description

### Represent SIG interests with AFC Executive Board

- Lead effort to develop sense of community within area of influence
- Work with SIG members to ensure understanding of specific issues / needs of the SIG and how AFC can best support those needs
- Participate in regular AFC Board meetings to ensure SIG issues are adequately addressed

### Develop and administer recruitment efforts for SIG

- Utilize a variety of approaches to increase knowledge of AFC and benefits that it offers to potential group members (e.g., e-mail, phone, briefs)
- Clearly communicate benefits of AFC to potential members (e.g., continuing education, networking, leadership opportunities)

### Communicate with SIG members to keep them updated regarding AFC activities

- Promote AFC webinars
- Solicit SIG member participation in chapter events (e.g., ISPI conference, chapter meetings, etc.)
- Encourage SIG members to utilize available chapter resources (e.g., archive of webinars, online member database, expert locator, etc.)

### Prepare periodic updates of SIG status and activities

- Prepare periodic submissions for AFC Newsletter
- Prepare periodic website updates

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## Welcome to the new Air Force SIG– VP

We wish to welcome onboard Rita Roybal. Look for her biography in the next newsletter. Rita is taking the place of LTC Frank Budd, who due to new assignment had to step down from this position.

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