



President's Message



This has been a tough year for the economy and many organizations are pulling back on allowing their people to attend conferences and workshops.

Our webinars are one way to develop yourself and get new ideas that you can use on the job. For those of you who are also CPTs, you can claim one point towards recertification for each webinar you attend.

If you haven't visited our website lately (www.afc-isp.org), please take a look. Our webmaster, Michael Polkinghorn of the US Coast Guard Training Center Petaluma, has made many improvements to make to site a valuable chapter resource.

Webinars:

Wednesday, 10 December 2008 at 1:00 PM EST. "Designing Questionnaires for Evaluation" with Dr. Jim Pershing, CPT of Indiana University. Jim was the editor of the third edition of the Handbook of Human Performance Technology and has made many valuable contributions to our field and to ISPI.

Dr. Ken Silber, CPT and Lynn Kearney, CPT are penciled in for January. More information to follow.

A very special thanks goes to Deborah Stone, CPT and Steven Villachica, CPT, PhD for presenting our September webinar, "10 Ways to Better Blended Learning for Knowledge Workers Presenters" (<http://www.afc-isp.org/aar.html>) and to Wayne Gallant and Willy Pullen, CPT for presenting our October webinar, "Integrated Leadership and Performance Improvement in the Royal Canadian Mounted Police". If you missed the RCMP webinar, go to <http://breeze.tdc.forces.gc.ca/p52019426/>.

We have gone through some growing pains as we shifted our webinar host from the U.S. Navy to the Canadian Forces. To help you in participating in our webinars, President-elect, Brett Christensen, has developed a tutorial available on [YouTube](#).

Special AFC Member Rates

Members of the AFC are entitled to additional discounts on workshops, institutes and the fall conference. All you need to do is contact [Keith Pew](#) and let him know what event you wish to register for and that you are an AFC member!

President-Elect's Message



As I sit at my kitchen table and write this out, the snow is falling and hockey is on the TV. Where did the summer go!? I am happy to report it has been a very productive last two months for the AFC.

We have finished the review and update of the AFC Constitution and By-Laws which are now available on the always improving AFC website. Two more fantastic webinars have been successfully delivered, with no shortage of lessons learned as we continue to expand our abilities with the Live Room provided to us by the Canadian Defence Academy.

In this issue of the Newsletter, we have also added a new section; the "AFC Member Profile" to introduce the Chapter members to each other. If you are interested in "getting your name out there," let me know! I would be happy to introduce you to the over 200 members of the AFC. Our first "feature member" Debbie Frizzell is a unique member and I hope you will read her profile to find out why!

Over the next two months we have lots more work to do. The Board will be considering the strategic plan for the next 2-3 years. We would like to hear your thoughts and ideas on where the Chapter should be moving in the next few years. Should we be looking to expand into other militaries? How do we strengthen ties with Police and Emergency Services? Where do Military Contractors fit within the Chapter? What additional services or benefits would you like to see?

As this is our last newsletter for 2008, on behalf of the AFC Board of Directors, please accept our wishes for a holiday season filled with family and friends and a safe and prosperous New Year celebration.

AFC Member Profile

One of the things I like about AFC is a willingness of its members to help out with its activities. In August, I e-mailed Lloyd to let him know that I was willing to help with activities such as newsletter coordination. He in turn e-mailed Roger and Brett, who suggested that I trial a 'member profile' for inclusion in newsletters, so that far-flung AFC members can put faces to names, and get to know one another virtually.

My name is Debbie Frizzell, and for nearly thirty years, I've lived in Whitehorse, Yukon, Canada. For most of that time, I've worked at Northwestel, a telecommunications company of 550 employees. Northwestel provides local, long distance, data, Internet and Cable television to a population of 110,000 (with eleven official languages!) in the Canadian territories of Yukon, Northwest Territories, and Nunavut, an area of 4 million square kilometers. To get an idea of the geography and demographics, it's comparable to the population of Clearwater, Florida spread across a land mass roughly six times the area of Texas (but much colder than either).

Needless to say, the climate, geography, and small population present huge challenges, and a focus on 'process' is critical to success. A few years ago, Northwestel's executive initiated a five-year strategic plan with a focus on process. I left the Marketing team in 2005 to become one of four dedicated Process Analysts, all of whom use the Rummier Brache methodology to approach process work. The work is fascinating, and diverse, and affects the organizational and 'job performer' levels.

In 2007, I attended the ISPI Fall Conference in Phoenix, as well as a 2-day workshop to learn about certification. Judy Hale introduced me to Roger Chevalier, who encouraged me to join the Armed Forces Chapter of ISPI, since its members are (like me) often in remote locations. That was a year ago, and I've greatly enjoyed – and learned from – the webinars that AFC organizes. The innovative use of technology to meet and learn from one another is an area of comfort for me, as it's been a part of my work in the North for years. And, thanks to Judy's encouragement, I'm also now able to put 'CPT' on my business cards.

It's always intimidating to be the 'first' anything – but now that I've broken the ice, I encourage you to put together a photo and a bio so that other AFC members can get to know a bit about you. Technology is wonderful, but there's still value in being able to put a face to a name!



If any of you would like to contact me, my e-mail address is dfrizzell@nwtel.ca, and my phone number is 867-668-5317.

AFC Editor's Message

The Editors of Performance Improvement Journal (PIJ) have advised us that they will no longer publish a special Armed Forces Chapter Special Issue of the Journal. Instead, they have committed to publishing AFC themed articles in each edition of PIJ. AFC members are encouraged to submit relevant articles throughout the year to the AFC Editor who will forward them to PIJ for publication in the next available edition.

All papers submitted should focus on showcasing how the principles and techniques of HPT are being (or have been) applied to various military projects and situations. Submissions should be between 3500-4000 words and in accordance with the [PIJ Author Guidelines](#).

All submissions must be submitted to the AFC PIJ Editor, Major Regan Legassie at legassie.rl@forces.gc.ca

For questions or further guidance on submissions, please contact Regan at 705-424-1200/x7339 or via email.

SIGs Still Needed!

The AFC is still looking for Special Interest Group leads for the US Army and the US Navy... if you are one of these branches and are looking for an opportunity to volunteer, this is it! Contact Roger, Brett, or Lloyd for more information!

AFC Elections!

The time is now upon us where we are seeking nominations for the Secretary-Treasurer and President-Elect positions for the Chapter.



Nominations must be received by December 1st, 2008. Selections will be made by January 31st 2009. The full details of the process are included in the AFC Bylaws (<http://www.afc-ispi.org/docs.html>)

Special Interest Group VP's, the Chapter is looking to you for recommendations on potential AFC leaders!

ISPI Calendar

Visit www.ispi.org or more information.

2008

November 12 Skillcast: Dr Marty Rosenheck
Accelerating Speed to Proficiency with Cognitive Learning Strategies

2009

January 27-29 Principles and Practices Workshop
San Francisco, CA

February 17 - 20 Pro-Series Workshops

April 19-22 The Performance Improvement Conference
Orlando, Florida



2008 Armed Forces Chapter Officers

President: CDR Roger Chevalier, United States Coast Guard (ret.). Roger can be reached at rdc@sonic.net and 707 584 7160.

President-elect Lt(N) Brett Christensen, Canadian Forces (Navy). Brett can be reached at christensen.bd@forces.gc.ca or 613-541-6000 x3781

Secretary/Treasurer Command MCPO Lloyd Long, United States Navy. Lloyd can be reached at lloyd.long@navy.mil and 901 378 7059.

Get involved; volunteer for a role within the Armed Forces Chapter or ISPI.



Are You Certifiable?

Become a Certified Performance Technologist (CPT) and let your clients and employer know that you meet or exceed certification Standards. For more information, visit www.certifiedpt.org.

ISPI also offers a two-day Certification Workshop that includes the price for the CPT application in the workshop price. This allows organizations to pre-pay application fees in the price of the workshop.

You can have this workshop conducted for your organization or take it as a pre-conference workshop for the Fall and the Annual ISPI conferences.



Host an Institute

ISPI will bring an On-site or Online Institute to your employees and will work with your organization to tailor the contents to your needs. Contact institute@ispi.org.

Never Pay Dues Again!

Become a Lifetime Member and receive guaranteed lifetime discounts without the hassle of a yearly renewal. [Learn More...](#)

