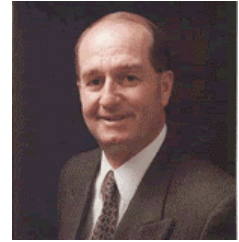




Roger Chevalier, PhD, CPT
From Gaps to Results:
Analysis, Implementation & Evaluation
for Performance Improvement



On **Monday, February 9, 2004**, join ISPI Vancouver for a one-day workshop led by **Roger Chevalier**, PhD, CPT, **ISPI*** Director of Information and Certification and a faculty member for the ISPI Human Performance Technology Institute. Dr. Chevalier brings vast and varied **Performance Improvement**** experience.

The workshop and the optional follow-up dinner meeting the next day are as follows:

- **Workshop**, Mon., **Feb. 9, 8:30 a.m. – 4 p.m.** (sign-in & coffee, 8:30–9), Plaza 500:
From Gaps to Results: Analysis, Implementation & Evaluation for Performance Improvement – A workshop in 3 parts: (details on next page)
 - Analysis: Using Job Aids to Identify Gaps & Causes
 - Implementation: Using Performance Technology’s Power to Change
 - Evaluation: Linking Learning to Performance
- **Dinner meeting** (optional), Tuesday, **February 10, 5:30–8 p.m.**, Plaza 500:
 - Principles & Steps: Putting Performance Improvement Standards to Work

About the Presenter, Roger Chevalier, PhD, CPT

Dr. Roger Chevalier, CPT, earned two Master of Science degrees — in Personnel Management and Organizational Behavior — and a PhD in Applied Behavioral Science. As a performance consultant, Roger has specialized in integrating training into comprehensive performance improvement solutions. He has been training director for the U.S. Coast Guard’s West Coast training center and vice president of Century 21’s Performance Division. An accomplished presenter, Roger freely shares what he has learned. He has presented hundreds of workshops to over 25,000 managers and Performance Improvement professionals.

Registration, location, fees & discounts: Please see the Registration Form on page 3.

Want more information? Visit our website, www.ispi-van.org, for a complete reference version of this bulletin information. It provides answers to anticipated questions and details such as the schedule, **Early Bird draw**, and many other benefits.

* The **International Society for Performance Improvement**, “**ISPI International**,” is dedicated to sharing Performance Improvement principles, knowledge and skills. **ISPI Vancouver** is the BC chapter, the local community of practice.

** **Performance Improvement** is a body of systematic, systemic, results-oriented approaches that enable workplace success for individuals and organizations. Its principles, which are also known as **Human Performance Technology** (HPT), are grounded in scientifically derived theories and the best empirical evidence.

From Gaps to Results: Analysis, Implementation & Evaluation for Performance Improvement – Feb. 9 Workshop Topics

1. Analysis: Using Job Aids to Identify Gaps & Causes

While we have many macro-level models for human performance technology, a question remains: "How do we lead our clients as we identify performance gaps and causes?"

- In this session, you will learn to use three related job aids:
 - A performance consulting guide
 - A structure for asking questions
 - A performance analysis worksheet
- With your skill in using these straightforward methods, you will be able to integrate gap analysis, cause analysis and force field analysis as you interact with your clients.
- After developing questions to assess and diagnose client needs in an interactive case study, you will be ready to transfer the theory to practice.

2. Implementation: Using Performance Technology's Power to Change

With the advent of Human Performance Technology (HPT), the traditional roles of professionals in training, organizational development and human resources are expanding. They are becoming true change agents who use a broader array of interventions to improve individual and organizational performance. ISPI and ASTD members and guests are often adept at participative change strategies such as providing training and facilitating group decision making, and the next step is to become equally effective in using directive strategies such as developing new measurement and reward systems. In this session:

- You will become familiar with several models that capture the relationship between participative and directive change strategies.
- You will increase your power to enable desired change.

3. Evaluation: Linking Learning to Performance

Evaluation has always had a place in Instructional Systems Design, but few training programs are systematically evaluated to see whether participants change their behavior (Level 3 evaluation in the Kirkpatrick Model) or improve their performance in ways that increase business success (Level 4). In this session, Dr. Chevalier will present three case studies in which training efficiency and effectiveness were improved using Level 3 and 4 evaluations. After each case study, you will interact with other participants in a guided discussion of evaluation principles and practices.

- As a result, you will better understand the value of Level 3 and 4 evaluation in making training more efficient and effective as part of an overall change strategy.
- With your increased knowledge, you will be more confident in your ability to move from just providing training to actually improving performance.
- You are likely to become more motivated to evaluate your training and performance improvement programs, transferring your learning from this event and using the power of Human Performance Technology in your work.



REGISTRATION FORM

Roger Chevalier, PhD, CPT

From Gaps to Results: Analysis, Implementation & Evaluation for Performance Improvement



One-Day Workshop with Roger Chevalier: From Gaps to Results

Mon., Feb. 9, 2004 — 8:30 a.m. – 4 p.m. (Sign-in/coffee, 8:30–9. Lunch also included.)

Optional Follow-up Dinner Meeting with Roger Chevalier

Putting Performance Improvement Standards to Work: Principles & Steps

Tues., Feb. 10, 2004 — 5:30–8 p.m. (Dinner included, 5:30–6 p.m.)

Name: _____ Email: _____

Organization: _____ Phone: _____

Amount Paid

WORKSHOP, Monday, February 9

To register, check one below:

- Yes, register me for the workshop as a non-member. \$150 non-members \$ _____
- Yes, register me for the workshop as a member. \$125 members \$ _____

CORPORATE GROUP DISCOUNT

*The Corporate Group discount is available when 5 or more members of the same organization register **at the same time**. Save \$25 per person. If you are registering as part of a Corporate Group, check below and subtract \$25.*

- Yes, I am registering as part of a Corporate Group. \$25 discount — \$ _____

DINNER MEETING, Tuesday, February 10 (optional)

To register, check one below:

- Yes, register me for the dinner meeting as a non-member. \$25 non-members \$ _____
- Yes, register me for the dinner meeting as a member. \$0 members —

TOTAL ENCLOSED: \$ _____

Venue: Four Points Sheraton **Plaza 500** Hotel, **500 West 12th Ave., Vancouver** (12th & Cambie)

To register: Make your cheque payable to ISPI Vancouver. Send your **registration form and cheque** — to be received **by February 4** — to ISPI Vancouver's Vice President of Membership Services:

Margy Hayden, #422 – 151 West Esplanade, North Vancouver, BC V7M 3H9

Registration questions? Email Margy.Hayden@ICBC.com or phone 604.661.6514.

Vancouver Chapter of the International Society for Performance Improvement, www.ispi-van.org