

ISPI Regional Symposium October 10-12 University of North Carolina at Charlotte

Schedule:

October 10- Registration/Field Trips

October 11

Date	Time	LCN	Speaker	Title	Description
10/11/2019	9am-10AM	School or Rock		Key Note: The Future of Work	How do we align the workforce with tomorrow work & workplace? In the ultra-competitive world in which every company is trying to squeeze out every penny in the value chain, organizations cannot succeed unless they are constantly evolving and improving. This presentation challenges attendees with four core questions that empower them to think differently: - What is your goal? - What could another organization do to make you obsolete? - What change can you make that will improve the situation? - What would it take to execute this change?
10/11/2019	10:15-11:15	Sliding Rock	Kevin Phillips	CHANGE AND EXECUTE: The Pace of Change and Performance Improvement	
	10:15-11:15	Collaboration Area		Community Service Project	An introduction to the Project
	10:15-11:15	School or Rock	Lisa Tonnegas	The Learning Leaders Job is not Easy	Today's learning leader needs to be an expert at a thousand things: strategy, change management, culture, evaluation, technology... and so much more. This job is not easy. Join me for a closer look at the tried and true practices of great learning leaders and how you can set a course for your learning team to thrive as a valued resource to your organization.
	11:30-12:30	Collaboration Area		Community Service Project	Organization & Environmental Analysis Tools in action. Learn the structure and culture of the non-profit and set the first building block in place
	11:30-12:30	School or Rock	Tim Brock	Getting Back to Engineering Worthy Performance	When Gilbert founded our profession, he classified what we do as engineering worthy performance. We have our 10 principles of human performance. How are we applying them to engineer worthy performance? During this session, you will learn a framework to return to our engineering worthy performance roots by integrating our 10 principles with 10 principles of design thinking focused on results and the ROI Methodology. Learn how benchmarking studies are driving us back to Gilbert.
	11:30-12:30	Sliding Rock	Fred Manberg & Sarah LeBlanc	Talk the Talk: Building Culturally Intelligence Leaders	We all aspire to become stronger leaders. Whether clients, vendors, coworkers, or superiors, many of us now interact with a global team. This session introduces and familiarizes participants with the benefits of cultural awareness training for leaders, and the impact it has on diverse teams. Techworld will provide tools to improve global communication and illustrate what it means to be a global leader. By eliminating an "us" vs. "them" mentality, we form entirely new perspectives.
	Lunch				
	1:45-2:45	Collaboration Area		Community Service Project	Gap & Root Cause Analysis: Why Oh Why are the 5 Whys so Fun!
	1:45-2:45	Sliding Rock	Cynthia Sims	Furthering Women in Leadership Roles	A leadership development program was implemented to help achieve institutional change and improve gender equity in higher education. To ensure that the effort involved in planning, designing, implementing and maintaining a leadership development produces the desired short and long-term outcomes, the five phases of the Human Performance Technology model was used. Quantitative and qualitative data was collected before, during and after the program to determine whether the program was successful in producing the desired change.
	1:45-2:45	School or Rock	Jack Phillips	Measuring the ROI in Innovation	In every direction we look, in every type of organization, and in almost every part of the world, innovation is present. Leaders are obsessed with innovation, politicians cheer innovation, consumers demand innovation, and investors reward innovation. This visibility and popularity translates into billions of dollars being poured into all types of innovation efforts, which leads to an increase in the demand to show the value of these efforts and their results.
	3:00-4:00	Collaboration Area	Janice Nagy	Enhancing Performance Improvement in Thread - The New Social Fabric	This presentation explores the methodology and impacts of a recent performance support effort focused on enhancing outcomes in a community-based movement, centered in a large metropolitan area. How do performers get the job done in a work model that's "not just business?" VectorCSP supported Thread in analyzing and enhancing performance support and ultimately improving organizational performance through one of its key roles, the Community Manager.
	3:00-4:00	Sliding Rock	David Fowler; Jon Musgrave; Jill Musgrave	Performance Improvement in a Religious Setting	This session includes an analysis of a large church experiencing substantial performance decline. During analysis, it was discovered the human resource development practices were practically non-existent in the organization. Suggestions for improvement, which were implemented by the organization, provided a vehicle for growth within the institution. It is a beneficial study for practitioners to realize practices that could help strengthen organizations experiencing performance decline
	3:00-4:00	School of Rock	Sherry Hancock; Tony Sassenio	Process Improvement Success Across Cross-Functioning Teams	This project was to improve the efficiency of how food and beverage products are developed and implemented into operations in a Fortune 100 company. I will share how I conducted my analysis to conclude that there was a lack of standard processes, lack of clarity of roles, and responsibilities. Participants will learn how to conduct specific activities for cross-functioning teams to gain clarity and alignment on success criteria for moving the team to higher performance

October 12

Date	Time	LCN	Speaker	Title	Description
10/12/2019	9:00-10:00	School of Rock		General Session	Panel Discussion
	10:15-11:15	Community Area		Community Service Project - How and Where to find Evidence-Based Research on Performance Improvement	How and Where to find Evidence-Based Research
	10:15-11:15	Sliding Rock	Rose Baker	Digital Educational Games for Sustainable Learning	This session will review recent research conducted and published during 2017-2019 related to the design and development of educational games in online and digital education environments. Knowing what works and does not work saves valuable time for the scholar-practitioner when considering gaming educational solutions in online and digital educational environments.
	10:15-11:15	School of Rock	Judy Hale; Veronica Sheskinova	Technology, Work, and People: the 3 legged stool	Advances in technology are reshaping work producing an imbalance between required job skills and the capabilities of the workforce. Ironically, technology is replacing knowledge workers while increasing the demand for skills that can't be replaced by algorithms. Starting with a look at how work is becoming increasingly complex and technology's role in automating work or rendering it unnecessary, we have an opportunity to offer innovative solutions and provide a voice of hope and reason.
	11:30-12:30	School of Rock	Yvon Dalat	Ten Purposeful Ways to Analyze Date	This session will cover new, practical ways to analyze data for the purpose of completing a performance analysis, root-cause analysis and designing new types of targeted interventions. The examples are all based on real-world customer case studies, explaining how data was collected and which tools were used to complete the analysis. We will conclude by reviewing a tool designed to help HPT practitioners select the right data analysis for the right challenges.
	11:30-12:30	School of Rock	Renee Hensley	Automating HPI/HPT for Your Training Groups	Whether you are an instructional designer, trainer or HR professional or even the manager of said groups, you will walk away from this session with a tool that makes having performance-based conversations with stakeholders so much easier. This tool automates and increases the chances of increasing job performance by prescribing the right intervention. You become more of a value add and will brought to THE table each and every time for your expertise.
	11:30-12:30 Lunch	Collaboration Area	Nancy Burns; Judy Hale	Community Service Project	Intervention Selection Considerations
	1:45-2:45	Sliding Rock	Nancy Burns; Judy Hale	Adventures in PI: Your Entrepreneurial Journey	Building your small performance improvement business is similar to a journey. You identify your destination (results/success criteria). You have a map (plan/take a systemic view). You understand the marketplace (need/opportunity). You desire to add value and work in partnership with your clients.
	1:45-2:45	Community Area		Community Service Project	Design and Change Management Considerations
	1:45-2:45	School of Rock	Diana Carl	The Performance Context and Ubiquitous Mobile Computing	Mobile computing is wide and influencing human performance and learning. Use occurs in many different contexts. The question arises as to how the access and use of content via mobile interacts with the different contexts and how this affects human performance and learning. This session discusses research from three disciplines to identify impacts and recommend approaches to the development of learning and performance supports. Participants will examine the impacts of mobile contexts of human performance.
	3:00-4:00	Sliding Rock	Don Kirkey	Applying Current Research to Onboarding	Many organizations' onboarding programs are focused on logistics and HR paperwork. They often use designs that haven't changed in decades. Yet research shows that the first few days in a new organization have an impact that lasts for years. This session will highlight key concepts from organizational psychology that are frequently unknown to HR and L&D. We will explore how incorporating these ideas into onboarding programs can significantly improve employee retention, performance, and engagement.
	3:00-4:00	Collaboration Area	John Lazare; Mario Bernardez	The Manager's Job is Performance Support	
	3:00-4:00	School of Rock	Micheal Jefferies	Virtual Reality What is it Good For?	Virtual, Augmented, and Mixed Reality has been used by trainers to improve performance since 1929. We will analyze how these immersion technologies have evolved, what effect they have had on performance improvement and review scientific evidence of how they have improved performance, including surgical simulations and life-saving safety training for miners, among others. We'll end by sharing how neurophysiological principles can guide us in selecting correct use-cases for VR-based interventions.

KEYNOTES:

Judy Hale and Lenora Knapp

Judy Hale, Ph.D., CPT, CACP and Lenora Knapp, Ph.D. have been curious about the future for a long time. As consultants who are brought in to “fix” challenging situations, they have seen what happens when organizations get too far “behind.” This keynote is also a rare opportunity to get the combined thought leadership of Judy Hale and Lenora Knapp together in ONE location.

Keynote Address:

The Future of Work: How Do We Align the Workforce with Tomorrow’s Work & Workplace?

As we enter the Fourth Industrial Revolution, the world of work is (and will be) changing at a pace that has heretofore been unknown. Join Lenora and Judy for an intense, interactive dialogue on trends shaping the world of work and what it means to us as professionals. How will we prepare people with the technical and communication skills needed to survive in a world impacted by AI and technology? How will we shape curriculum and credentials, so we are building and measuring the skills people really need to survive in this time of rapid change? Lenora and Judy will share their latest findings on how work is being redesigned, and roles are being redefined, to prepare the workforce for technology-driven changes in the workplace. You will leave with insights on how you can stay viable and contribute to shaping the Fourth Revolution.

Hotel Information

Hotel	Telephone	Nightly Rate	Parking/Transportation
AC Hotel by Marriott Charlotte City Center	704-348-4002	\$206	valet: \$30
Aloft	704-333-1999	\$144	valet: \$25
Charlotte Marriott City Center	704-333-9000	\$258	valet: \$30
Courtyard by Marriott Charlotte City Center	704-926-5800	\$269	self-parking: \$18
DoubleTree by Hilton Hotel Charlotte	704-347-0070	\$172	self-parking: \$18.00
Embassy Suites by Hilton Charlotte, Uptown	704-940-2517	\$229	valet: \$28 limo to airport: \$35
Holiday Inn Charlotte-Center City	704-335-5400	\$178	self-parking: \$20 valet: \$26 shuttle: Mo-Sa 7am – 9:30pm within 3 miles free
Residence Inn by Marriott Charlotte Uptown	704-340-4000	\$159	On-site: \$12 daily \$6 hourly;
Kimpton Tryon Park	704-445-2626	\$213	valet: \$34 house car (1-2 miles) – first-come-first-serve

General Parking

Epicenter Parking \$28/day

Airport

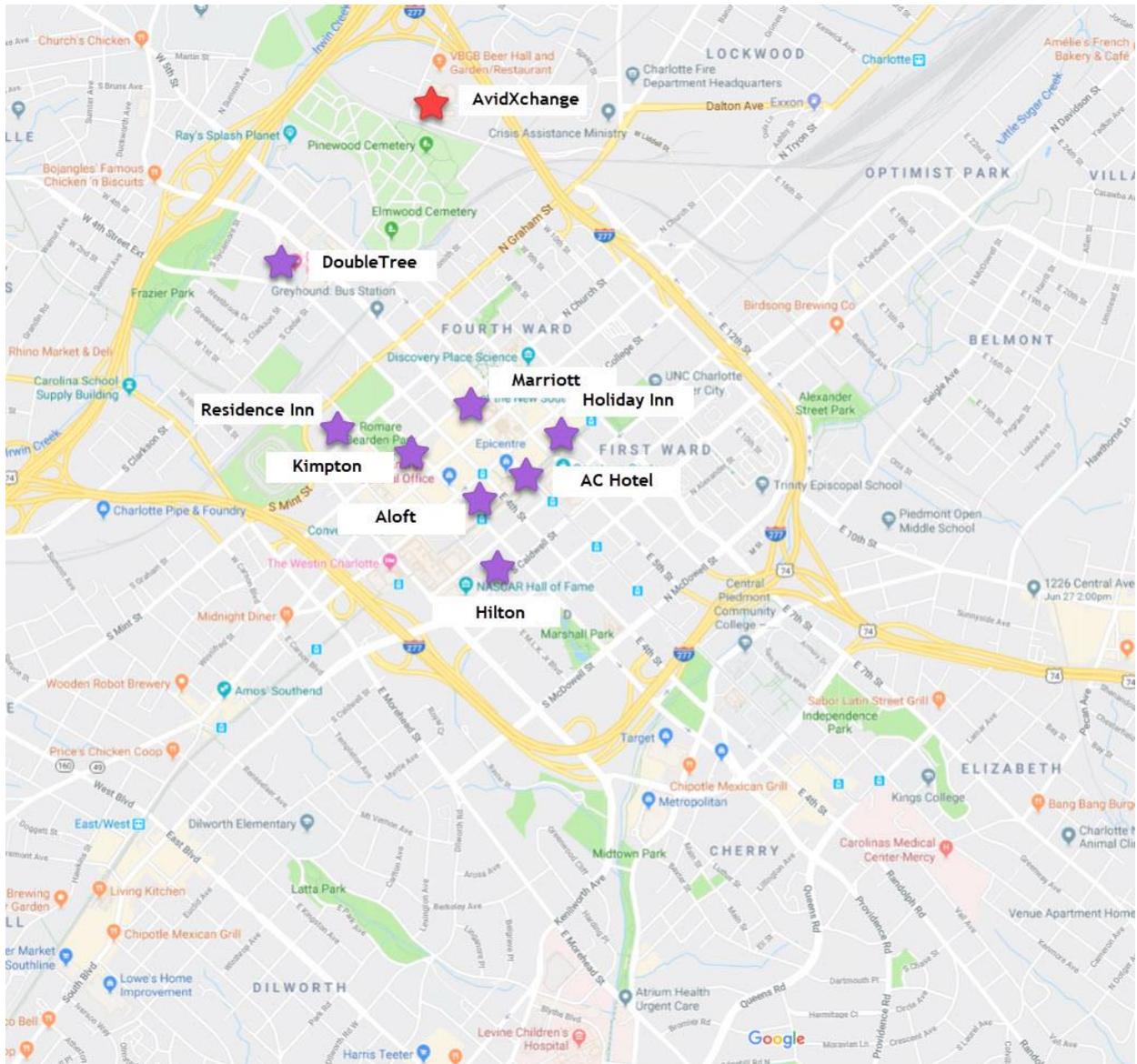
Approx. 6 mi to Airport

Public transportation: bus service

Taxi \$35

Local Attractions

- Nascar Hall of Fame
- Bank of America Stadium (Football – Panthers)
- Charlotte Motor Speedway (18 miles)
- Charlotte Convention Center
- Discovery Place (Science Museum for Kids and those young at heart)
- Bojangles Coliseum (Minor League Hockey – Checkers)
- Mecklenburg Aquatic Center
- Latta Plantation (20 miles)
- Billy Graham Library (~8 miles)
- Spectrum Center (Basketball – Hornets)
- Levine Museum of the New South
- Romare Bearden Park
- BB&T Ballpark (Minor League Baseball – Knights)
- Harvey B. Gantt Center
- Charlotte Nature Museum



The 2019 ISPI Regional Symposium Program is now available! You can access the program online or download the app onto your phone or tablet. The program provides detailed information on speakers, sessions, schedule, sponsors, and other information. You can customize your schedule and save to your profile and print out any information you would like as a hard copy.

CROWD COMPASS CONFERENCE APP

Step 1: Download the App or View the Web Version

The first thing you'll need to do is either download the app or view it online. If you wish to view the app online, please select “web version” below (you do not have to create a login to view the full program on the web version). To download the app, please select the device you will be using at the event. Don't have iOS or Android? Skip Step 1 and go straight to Step 2 to verify your account and use the mobile web version of the app.

Step 2: Verify Your Account

Come back to the email using the same device from **Step 1** and click **Verify Account** to unlock all of the app's advanced features.

Step 3: Save This Conference in the App

Search for “ISPI 2019 Sym” in the homepage of the app. Click “**Open**” when you find the page in the results. Download and enjoy! You’ll be able to search the schedule of events and sessions, save sessions you’re interested in, and explore many other helpful features.