
The Best of ISPI

Hampton Roads ISPI, May 15, 2014



ISPI

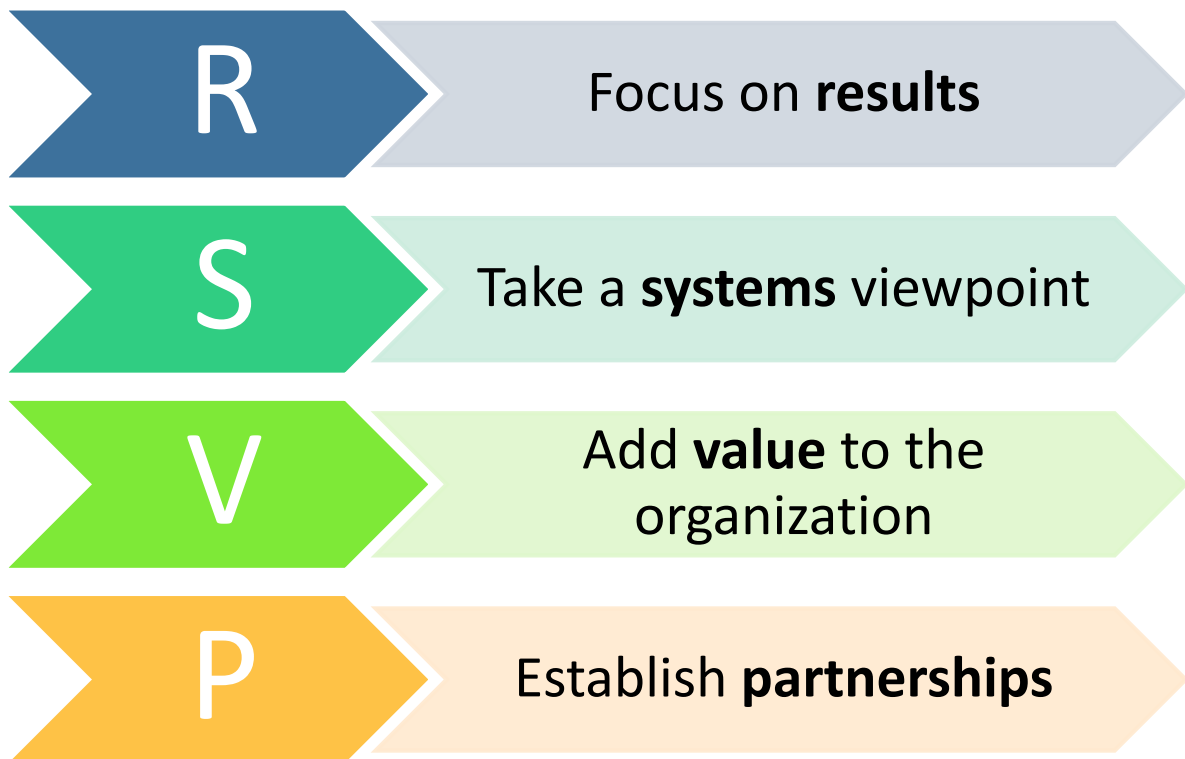


**International Society for
Performance Improvement®**
WHERE KNOWLEDGE BECOMES KNOW-HOW

The World's Leading
Professional Association
Dedicated to Performance
Improvement

Performance improvement: “The systematic practice of improving performance of people in organizations through analysis, interventions, and evaluation.”

Foundations of ISPI



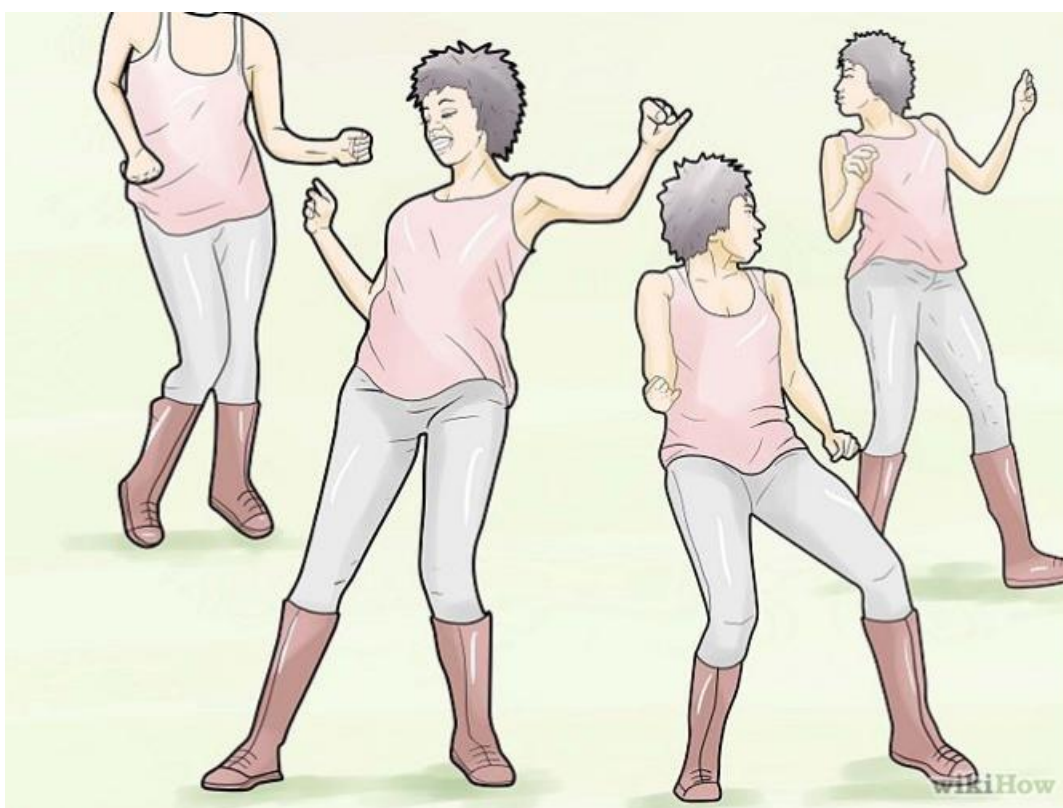
The Group



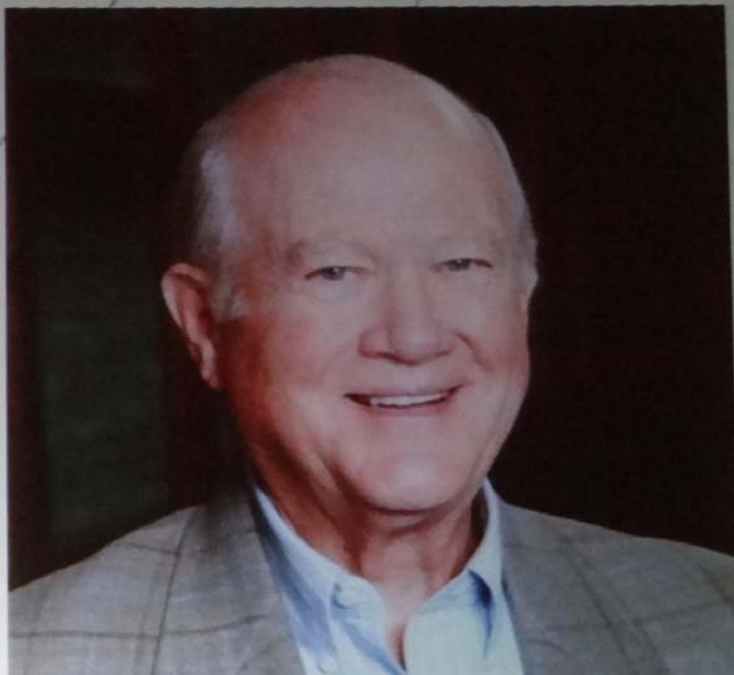
The 2014 ISPI Indianapolis Conference...



WE LEARNED HOW TO WOBBLE



Welcome Aubrey Daniels

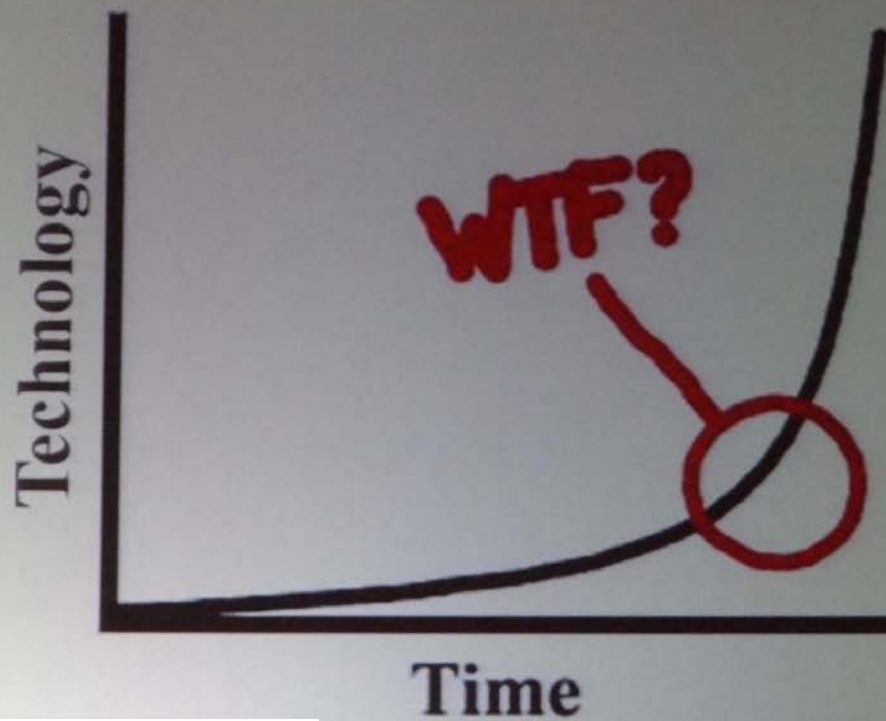


"The times they are A-changin'"

Kurzweil's Predictions (only a few)

- **By 2019**
- People communicate with their computers via two-way speech and gestures instead of a keyboard
- Pinhead-sized cameras are everywhere
- People are able to wirelessly access the Internet at all times from almost anywhere
- Computers do most of the vehicle driving
- Batteries will last 10 times longer
- You can beam up your friends in 3-D
- Devices that deliver sensations to the surface of the skin
- Most human workers spend the majority of their time acquiring new skills and knowledge

If you think things are changing fast today, wait till tomorrow



Every advance in technology
decreases performance

Brown Rabbit

ISPI Advocate companies
share their journeys



egin with the end in mind

ISPI Advocate companies
share their journeys

Magic Wand





The Future of Work Future Skills

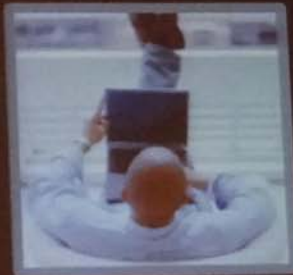


Presented by: Dr. Tracey Wilen





Will Firms Exist?



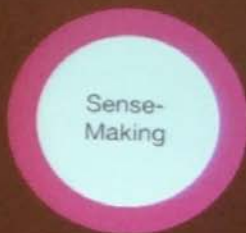
Employees
or free agents?



10 Skills



Sense-Making



Definition: UBER Critical Thinking

Critical thinking and determining the deeper meaning in data.

- Give meaning to data
- Higher level thinking skills
- Interpretation overlay



Nordstrom –Retailer uses my data to

- Know me
- Customer relationship
- Enhance shopping experience
- Increase sales

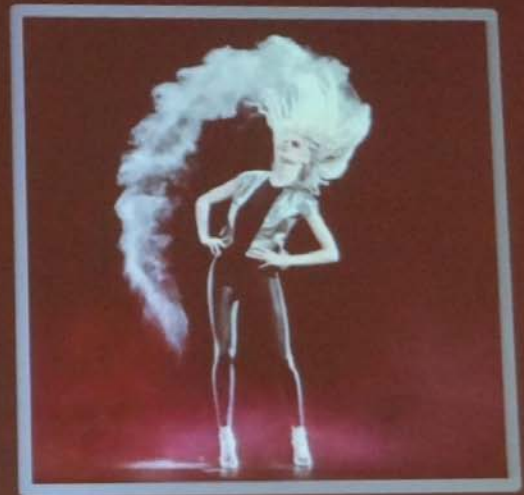


Definition:

Ability to critically assess and develop content that uses new media forms, and to leverage these media for persuasive communication



- Multimedia is the new text
- Video
- Mixed media
- Simulations



Definition:

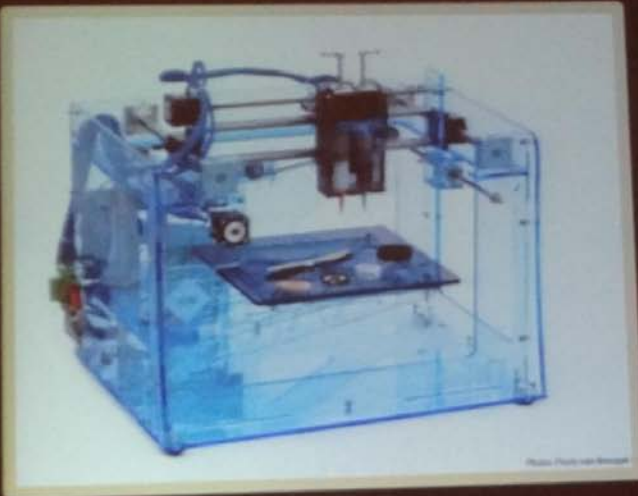
Ability to translate vast amounts of data into abstract concepts and understand data based reasoning.

Computational
Thinking

- Liquid Information
- Making sense of data
- Use the data for work



3 D Printing



3-D Printer



Amsterdam 3-D Home

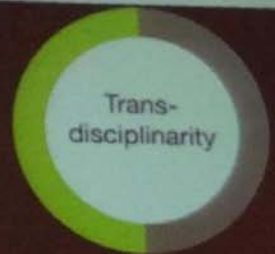
Design to Zero

- Zero car crashes
- Zero drunk drivers
- Zero cellphone mishaps
- Zero reasons why older person can't drive
- Zero reasons why handicapped people can't drive
- Zero parking errors
- Zero fender benders



Definition: T- People

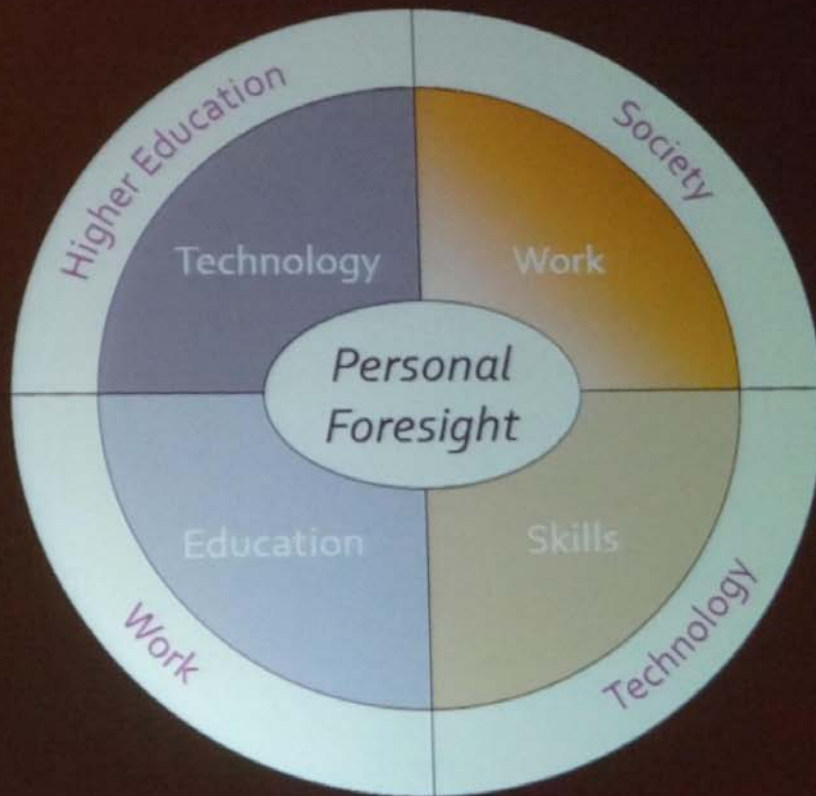
Literacy in and ability to understand concepts across multiple disciplines



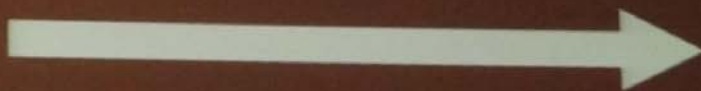
- Depth & Breadth
- High level of skills
- Specialized
- Generalist
- Technology



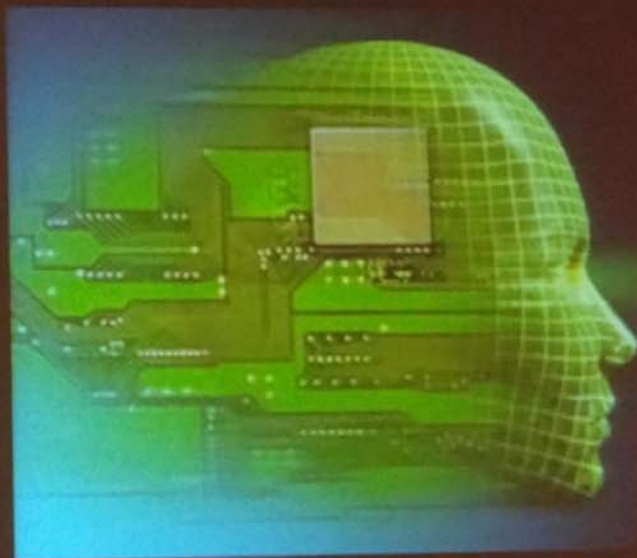
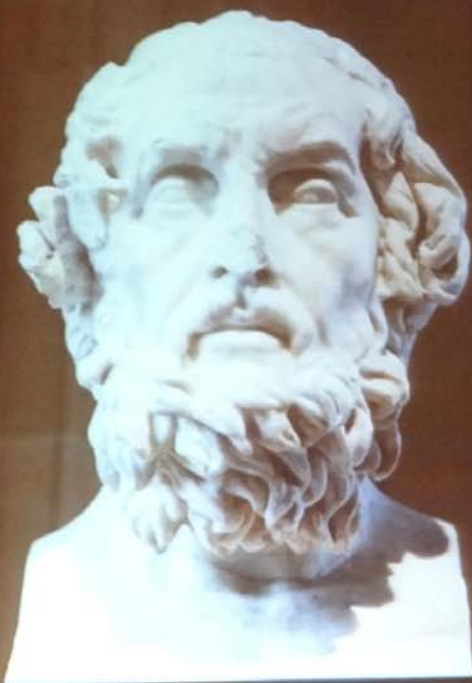
Future careers

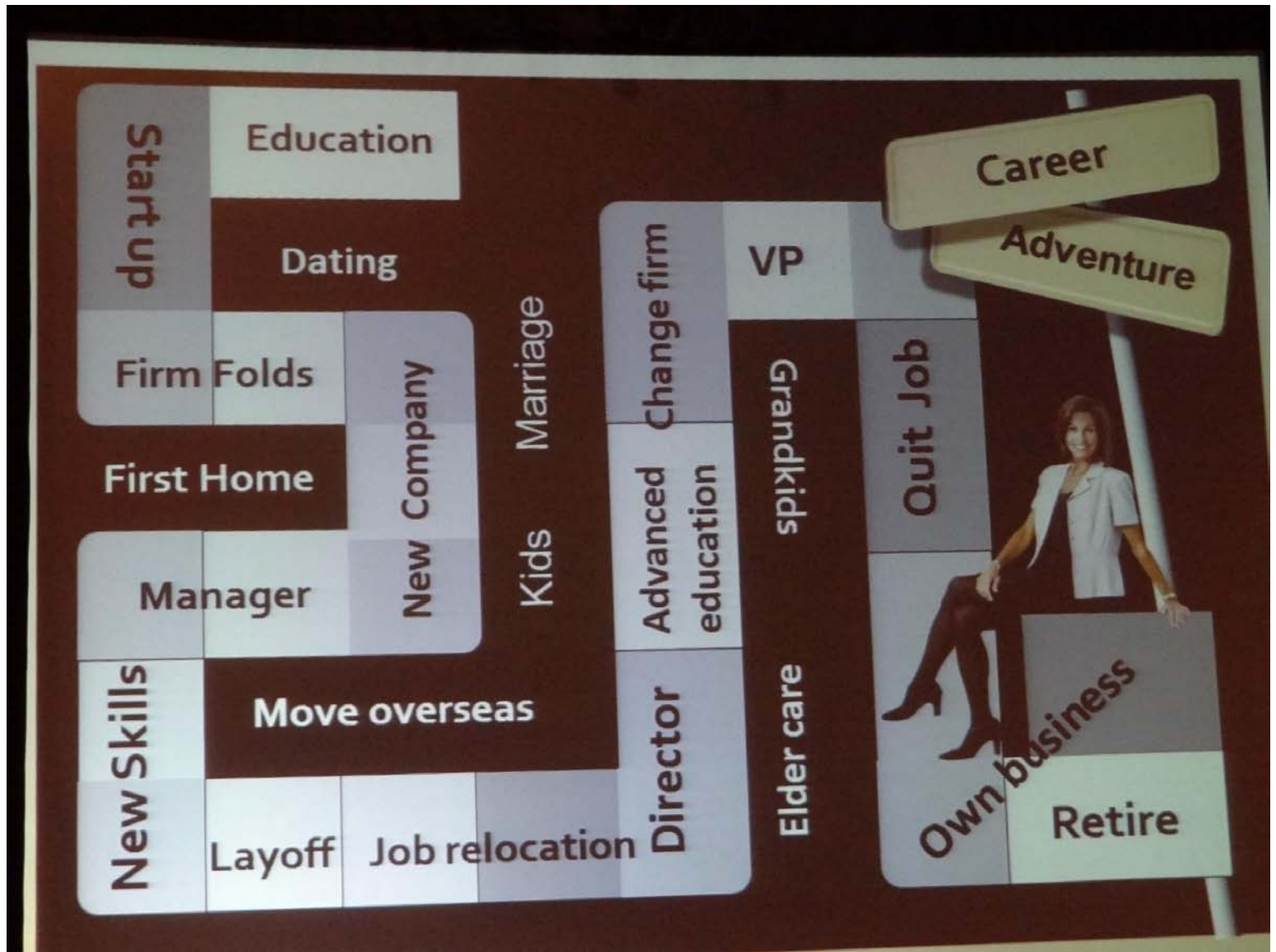


Classical World



Technology World





Startup

Education

Dating

Firm Folds

First Home

Manager

New Company

Marriage
Kids

Move overseas

Layoff

Job relocation

Director

Advanced education

Change firm

VP

Grandkids

Elder care

Career

Adventure

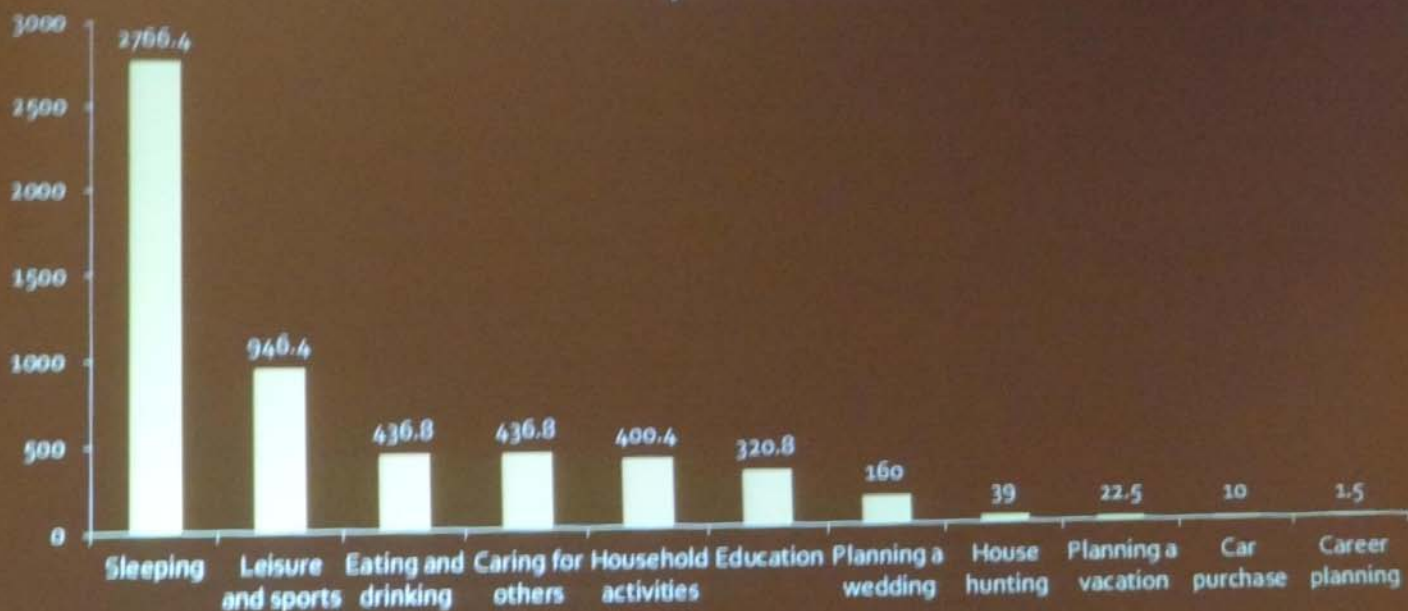
Quit Job

Own business

Retire

Time Spent on Career Planning

Hours Spent in a Year



Sources:

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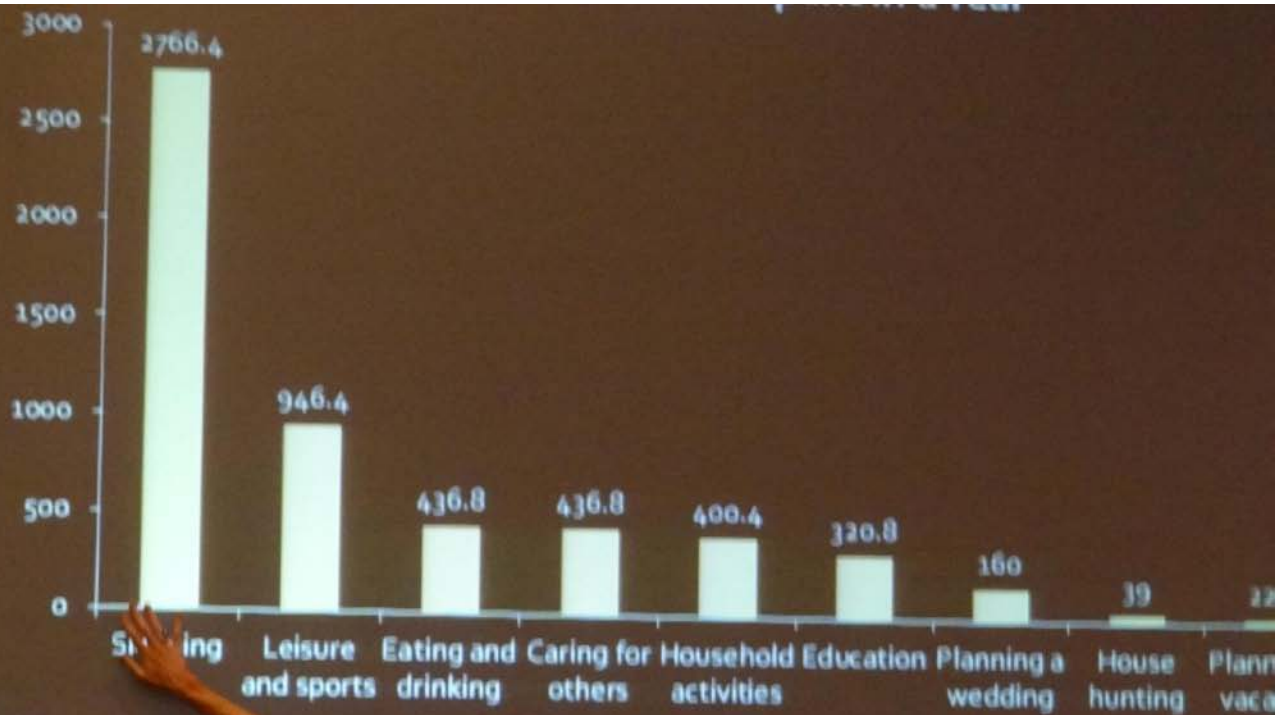
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Personal life plan

Every stage of life

- ✓ Finance plan
- ✓ Health plan
- ✓ Work plan
- ✓ Education plan
- ✓ Family plan
- ✓ Retirement plan



20's 30's 40's 50's 60's 70's 80's 90's

Education foundation	Expand education	Fill education gaps	Skills and technology refresh	Ad Hoc education	Ad Hoc education	Leisure education	Leisure education
Social Interests	Partner Family planning	Partner Family relationship	Partner Family transitions	Social Life transitions	Social Life transitions	Social Life Transitions	Social Life Transitions
Work Experiences and preferences	Lateral moves, change firms, start up?	Management Own business New sector?	Executive progress, consulting, self employment?	Firm, self employment, encore career, another track?	Part time or full time?	Part time Or retire?	Part time or retire?
Financial planning	Financial goals	Financial expansion	Financial savings	Financial transitions	Financial enjoyment	Financial enjoyment	Financial enjoyment
Health preventative	Health preventative	Health maintenance	Health maintenance	Health maintenance	Health nurture	Health nurture	Health nurture

How would plan if you knew you
were going to live to 120 +

	60's	70's	80's	90's
Education	Finance talks Retirement talks Gerontology Edu.	Health talks Tech classes Adult Edu.	Travel talks Community Edu. World event talks	Religion talks Leisure learning Meditation class
Social	Re -marry Neighborhood Second home	Build home Alumni Grandkids	Church events Great grand kids Family reunions	Senior Center Family visits Senior socials
Work	Consulting Start biz Expand biz	Part-time work Home office Freelance	Retirement Non-profit Eldercare	Sell firm Volunteer Leave biz to kids
Finance	Trust funds Grandkid college Pay off homes	Pension Investments Life-care home	IRA Sell assets Consolidate finance	Review Will Social Security Live on savings
Health	Hiking Vitamins Swimming	Strength train Supplements Yoga	Balance train Diet assessment Pilates	Walking Organic diet Tai Chi
Leisure	Politics Global travel Interior design	Baby sitting Pet sitting Instrument	Golf Bird watching Bridge	Woodwork Painting Gardening

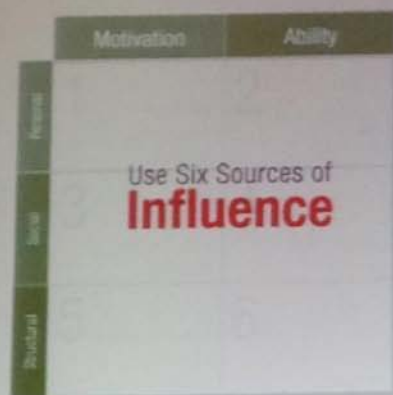
Welcome David Maxfield



10x your influence: Create Sustainable Change with Six Sources of Influence


WELLPOINT

The Model We'll Use



3. How will you motivate and enable change?

Influencer Model®



2. What few behaviors will lead to the greatest amount of change?

1. What do you want to achieve?

Of Course, Money Motivates

“It is difficult to get a man to understand something when his salary depends upon his not understanding it.”

– Upton Sinclair





Translating Success into Rainmaking

It isn't complicated!

Harold Larson, Owner

Visiam LLC



THE Performance
Improvement
Conference

Translating Success into Rainmaking

It isn't complicated!

Harold Larson, Owner

Visiam LLC

THE Performance
Butchered, boiled down, gelled, and served up for
Hampton Roads ISPI 5/15/14 chapter meeting
by Mark Bowers, PMP

Translating Success into Rainmaking

Huh?

Prime Conditions for Rain

- **Pain**
- Connection
- Acknowledgement
- Celebration



Prime Conditions for Rain

- **Pain**
- **Connection**
- Acknowledgement
- Celebration



Prime Conditions for Rain

- **Pain**
- **Connection**
- **Acknowledgement**
- Celebration



Prime Conditions for Rain

- **Pain**
- **Connection**
- **Acknowledgement**
- **Celebration**



Engaging Leadership

- **Influence**
- Respect
- Transparency
- Commitment
- Ambassadors



Engaging Leadership

- Influence
- **Respect**
- Transparency
- Commitment
- Ambassadors



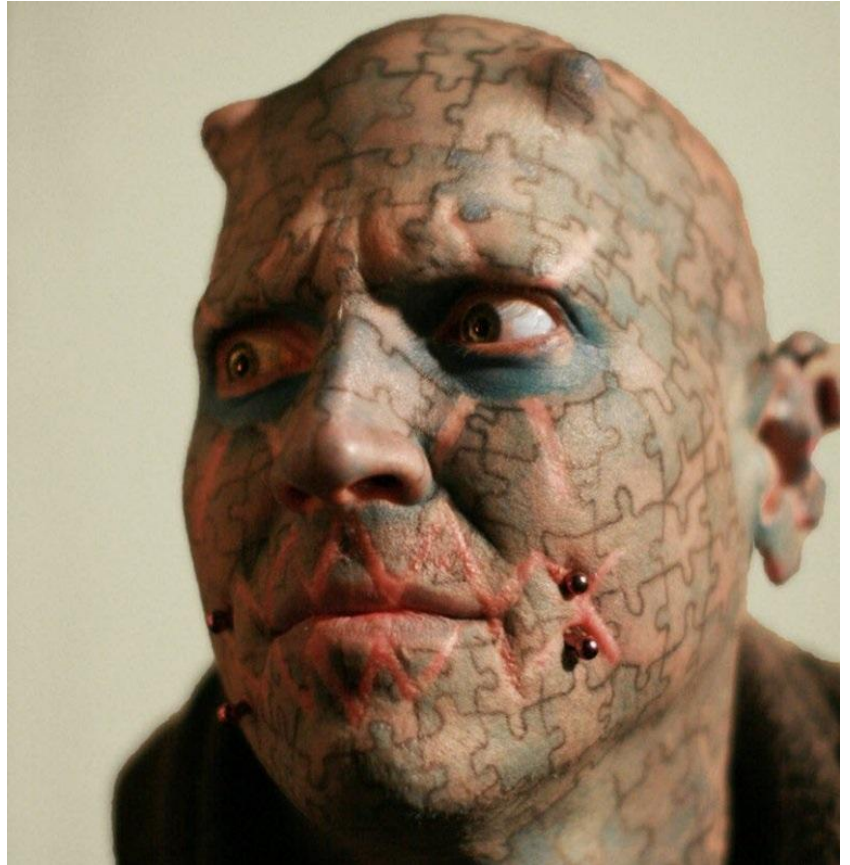
Engaging Leadership

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Engaging Leadership

- Influence
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- **Commitment**
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Engaging Leadership

- Influence
- Respect
- Transparency
- Commitment
- **Ambassadors**



Engaging Leadership

- Influence
- Respect
- Transparency
- Commitment
- Ambassadors



Makin' it rain!

To Learn More...

- Harold Larson (ISPI session presenter)
Owner: Visiam LLC visiam.com
- Rainmaking Made Simple
Author: Mark M. Maraia
- Quiet: The Power of Introverts...
Author: Susan Cain

Bold, Mind Blowing, Game Changing!

The Best of the ISPI Conference

Dr. Deri Draper, Old Dominion University

THE Performance Improvement Conference



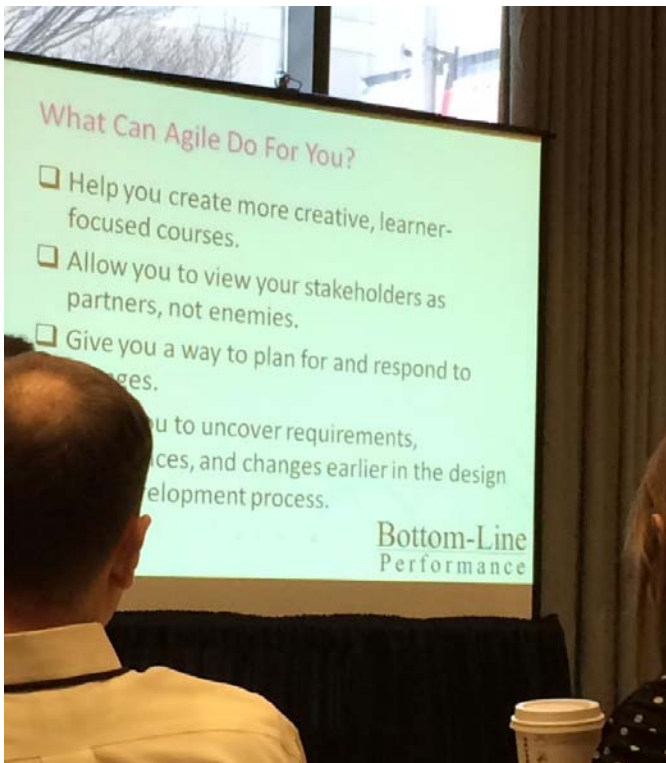
Bold!



Keynote speakers

- Aubrey Daniels
- David Maxfield
- Tracey Wilen Daugenti

Game Changing...



Agile Instructional Design

- Incorporate in my practice
- Create new course

Mind Blowing!



Awards Program:

- Coast Guard
- JetBlue University
- China Merchants Bank
- Vertex Pharmaceuticals

PechaKucha Presentations

Roundtables



Influence Change (Training is not enough)



Video about changing behavior

<http://www.youtube.com/watch?v=osUwukXSdok>

Join us at the ISPI Conference in 2015

San Antonio, Texas



Next session

June 19, 7 pm, GW University

Gary DePaul, Lowe's



Adding Value with Maturity Models:

Providing Business Partners with Data that Can Make a Difference

This session enables you to leverage maturity models as part of your analyses. These models are tools that you can use to help educate your business partners about opportunities and risks related to their organizations.