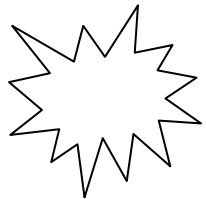




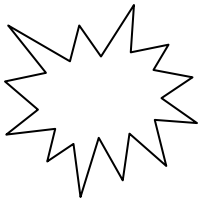
May 2004

International
Meeting

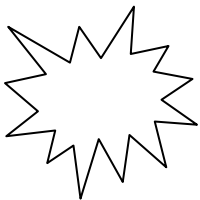
Washington, DC



Learn



Perform



Succeed

**Best of the
Best
2004**

Facilitated by:

Tammy Key
Cigna HealthCare

And

Leigh Lafever-Ayer
Enterprise Rent-A-Car

Highlights of the 2004 Meeting

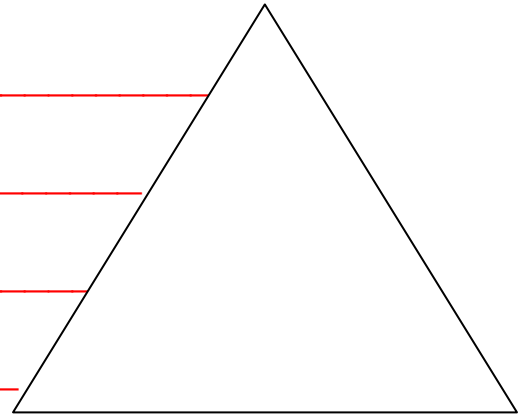
- ✓ Learn, Perform, And Succeed!
- ✓ 60th Anniversary
- ✓ DC After Dark
- ✓ Smithsonian Party
- ✓ 2005 Meeting – Orlando Florida
- ✓
- ✓

The Fully Engaged Organization

From Jim Loher

Full Engagement means that you are able to invest all potential energy in a mission:

1. Spiritually _____
2. Mentally _____
3. Emotionally _____
4. Physically _____



Activity:

Directions: Take 3 minutes to imagine your Ideal Day in which you are fully engaged. Then, choose a partner sitting near you and take 2 minutes and share your ideal day.

Where would you be?

Who would be with you?

What would you be doing?

Where would you be living?

What is your mission?

Taken from the presentation, The Fully Engaged Organization by Jim Loher - ASTD May 2004

Activity taken from the presentation, Life Balance for Both individual Well-Being and Organization Retention by Dr. Marjorie Blanchard – ASTD May 2004

Full Engagement Statistics:

___ 1 ___ in ___ 4 ___ workers in America is “fully engaged”.

- ✓ ___ 26 ___% Fully Engaged
- ✓ ___ 55 ___% Not Engaged
- ✓ ___ 19 ___% Disengaged

It is estimated that Corporate America spends **\$250 – 350 billion** per year on disengaged workers.

What does it take to be a fully engaged employee?

- ✓ Engage in Spirit
 - Clear mission
 - Relationship to personal values
- ✓ Engage in Mind
 - Focus on energy
 - Who, What, Where, When and Why on who gets your energy
- ✓ Engage in Heart
 - Positive attitude
 - Ability to recruit hope based feelings
- ✓ Engage the Body
 - Physical energy to engage in mission
 - You have training to take care of self or organization

Taken from the presentation, The Fully Engaged Organization by Jim Loher - ASTD May 2004

What Causes Disengagement?

- ✓ Bad Bosses
- ✓ Lack of training
- ✓ Can't see big picture
- ✓ No room for growth
- ✓ Poor ethics in a company
- ✓ Rigid rules
- ✓ Office politics
- ✓ Lack of performance feedback

Principles from *The Power of Full Engagement*:

1. Value every second- what is my mission now
2. Know how to produce and shut off energy levels- what gets my best energy
3. Push ourselves beyond our limits
4. Have positive rituals or celebrations when mission successful

Creating and Delivering High Impact Training Programs

From Bob Pike

Do You Have Strong Openers?

- Does it break pre-occupation?
- Does it facilitate networking?
- Is it relevant to the content?
- Does it maintain and/or enhance self-esteem?
- Is it fun for the trainer and participant?
- Is there a curiosity factor?

Strong Closers

- Action Plan
- Celebration
- Ties things together

75% of us are participative learners – we're just waiting for opportunities to be engaged.

Taken from Bob Pike's ASTD session, "Creating and Delivering High-Impact Training Programs"

Transfer Strategy

In any training event, there are three relevant players—Manager, Participant, and Trainer. These people have roles to play before, during, and after training. A University of Minnesota sought to identify the importance of each player determining the success of transferring learning from classroom to the job.

Directions: Which role is most critical in the successful transfer of training? Please rank these nine boxes in order of importance numbering 1-9 with 1 being the most important.

	Before	During	After
Manager			
Participant			
Trainer			

Answer Key

	Before	During	After
Manager	1	8	3
Participant	7	5	6
Trainer	2	4	9

Source: Grid is adapted from information found in ***Transfer of Training*** by John Newstrom and Mary Broad. Information is adapted from Bob Pike's ***Creating and Delivering High Impact Training Programs***

Objective: Turn learning into quantifiable results.

Role of the Manager

Before

- ✧ Set expectations of desired results with participant.
- ✧ Prepare participant by connecting training objectives to business results.
- ✧ Select participants carefully for training.

During

- ✧ Ensure participant is on time to the training.
- ✧ Create action plan for staffing while participant is out of the office.

After

- ✧ Debrief the training with the participant.
- ✧ Provide opportunities to use and demonstrate new skills.
- ✧ Give proper feedback to attain desired results.

Role of the Participant

Before

- ✧ Complete the pre-training activities.
- ✧ Consider how the training will help improve performance.
- ✧ Prepare questions on all subjects to be reviewed.

During

- ✧ Be fully engaged in learning new concepts and skills
- ✧ Take responsibility for own learning.
- ✧ Set goals and action steps to apply the learning.

After

- ✧ Practice self-management.
- ✧ Review training content and learned skills.
- ✧ Develop a relationship with a mentor to assist with applying the learning.

Role of the Trainer

Before

- ✧ Evaluate the participants' needs and the desired business results.
- ✧ Align training objectives with the strategic business plan.
- ✧ Involve managers in needs analysis.

During

- ✧ Ensure all participants are fully engaged.
- ✧ Use participative activities.
- ✧ Provide emotionally safe environment that encourages the practice of new skills without risk.

After

- ✧ Conduct evaluations and provide feedback to participants and managers.
- ✧ Analyze participants' results to determine the success of the training (follow up with managers).