



# International Society for Performance Improvement Arizona Chapter ~ Presents ~

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## **Our Mission:**

**AZISPI is dedicated to improving the performance of every organization in the State of Arizona through the practice of Human Performance Technology (HPT).**

## Principles of HPT:

- ✓ Focus on Outcomes
- ✓ Take a Systems View
- ✓ Adds Value
- ✓ Work in Partnership
- ✓ Be Systematic in:
  - Needs Analysis
  - Cause Analysis
  - Design
  - Development
  - Implementation
  - Evaluation

## **Looking Beyond the Individual Performer: Overcoming Cultural Resistance to Performance Improvement**

~Facilitated by Bill Daniels ~

Bill is generously traveling to Phoenix to share part of a program that he presented in Prague. He's a well known and highly respected speaker who is considering corporate culture in HPT initiatives.

Transferring new skills to people in the classroom has always been challenging, but Human Performance Technologists have gotten pretty good at it. Getting the new skill actually applied back on the job is the new frontier which can be really hard to do!

A classic example of the problem is trying to get managers to cooperate cross-functionally. It is obvious that the American way of managing presents us with a system that punishes this new behavior. But the system is very complex and subtle. We talk about it with vague references to *cultural resistance*. However, the culture must be addressed to permit cross-functional collaboration. And if done correctly, it can serve as a catalyst.

**About the Presenter:** Bill Daniels is a frequent ISPI presenter (including Master Track and Key Note presentations) and the 2005 Thomas F. Gilbert Distinguished Professional Achievement award winner. Bill will share more than 15 years of field research about how managers and leaders actually learn and adopt new behaviors, specifically cross-functional cooperation. He will explore some of the most powerful theoretical models of organizational culture and how these models can be applied to management and organizational development.

**DATE:** Wednesday, April 4, 2007

**TIME:** 5:30 – 6:00 p.m. Light Refreshments  
6:00 – 7:30 p.m. Program

**COST:** Free for members, \$10 non-members

**RSVP:** Eva Martony at [President@AZISPI.ORG](mailto:President@AZISPI.ORG)

**LOCATION:** **AZ State Retirement System (ASRS)**  
**3300 N Central Avenue, 10<sup>th</sup> Floor**  
**Phoenix, AZ**

**Directions:** Southwest corner of Central and Osborn. Take 2<sup>nd</sup> Ave. south from Osborn. Turn left into the first parking garage on the east side of 2<sup>nd</sup> Ave. Take a parking ticket to get in - validation is not needed after 6:30. Park in the first floor visitor section. Walk from the garage to the entrance of the 3300 Tower (north end of bldg). Meeting is in the Board Rm on the 10<sup>th</sup> floor - **look for the AZISPI signs.**