



International Society for Performance Improvement
Arizona Chapter
And
Society for Technical Communication
Present

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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

The Acceptable Lie, and Other Artifacts of Performance Under Pressure (or How a Request for Documentation Led to Other Things)

Facilitated by Timm J. Esque

A case will be presented where a struggling product development organization asks for help to document their process flow. This creates an opportunity to get to the real root causes of the problem. Performance measurably improved along at least three dimensions (schedule, quality, overtime). These same principles have since yielded similar results for numerous other complex project teams. Complex, "must do" projects rarely achieve their performance goals. The presentation explains how these projects go bad and a few proven principles for getting them back on track.

About the Presenter:

Timm J. Esque: Active in ISPI for 25 years, Past President of AZISPI, and current Board Director of ISPI at the international level.

Timm specializes in helping complex project teams do what they say they are going to do, leading to faster delivery of higher quality deliverables at lower cost (both financial and human). Timm has written two books ("No Surprises Project Management" and "Making an Impact: Building a Top-performing Organization from the Bottom Up") and edited a third. He is the author of numerous articles and book chapters and has been cited in the *Wall Street Journal* as an expert in performance under pressure. He has presented or consulted in a dozen countries.

DATE: Wednesday, Sept 12, 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

***NEW LOCATION:* AZ State Employee's Retirement Commission
3300 N Central Avenue, 10th Fl
Phoenix, AZ**

Directions: Southwest corner of Central and Osborn. Take 2nd Ave. south from Osborn. Turn left into the first parking garage on the east side of 2nd Ave. Parking can be validated if you need to take a ticket. Park in the first floor visitor section. Walk from the garage to the entrance of the 3300 Tower (the north end of the bldg). Meeting is in the Board Rm on the 10th floor. Look for the AZISPI sign.