



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

Yes...and!

Using Improvisation Techniques to Improve Performance

Facilitated by Lynn Murphy

We all improvise every day in our work. No matter how good a plan you have, in business we all need to build relationships and adjust to changes as quickly as they occur. Just like an improv troupe, everyone in an organization needs to effectively work with others even when you don't have a script to follow. Major corporations are using improv techniques to improve communication and team-building within their organizations.

Here's your chance to learn principles and experience techniques drawn from the world of improvisational theater to help you teach your clients how to think in more positive terms, create new ideas quickly, listen more effectively, manage conflict to achieve win-win results, serve clients better, improve relationships, and build better leaders. You'll participate in activities, explore ways to use these tools, and examine applications in your work. Others who have experienced this workshop have left energized and inspired to try new ideas to improve performance. Join the fun and leave with tools you can use immediately.



About the Presenter:

LYNN MURPHY, M.Ed., is President and Founder of Key Innovative Solutions, Inc. She offers business consulting, training, coaching and mediation services. Conflict resolution and customer service are her areas of specialization. She helps her clients develop leadership skills and increase their profits through improvement in communication, cooperation, problem solving and decision making. Lynn has studied improvisation with a local improv troupe. Her clients have experienced the added benefits of incorporating improv activities into her workshops and seminars.

DATE: Wednesday April 12, 2006

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

LOCATION: Institute of Cultural Affairs (ICA),
4220 N. 25th Street, Phoenix, AZ 85016

The Institute of Cultural Affairs is located approximately three blocks north of Indian School Road on 25th Street within the Villa Maria apartment complex on the west side of the street. FREE guest parking is available in the first two slots immediately to the left as you enter and in the four slots at the end of the parking lot. You may also park on 25th Street. PLEASE remember that all numbered spaces are reserved for residents.