



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

The ABC's of Performance Improvement

What makes us do the things we do?

Do managers and consultants provide the right incentives for the behaviors they expect?

This session, facilitated by **Bonnie Mattick, CPT, of Mattick & Associates LLC**, will examine performance improvement by looking at the antecedents, behaviors and consequences of what we do in everyday life.

This presentation will give you an opportunity to apply the concept of motivation to the ABC Model with an interactive exercise and some humorous stories.

About the Presenter:

Bonnie F. Mattick is a *Certified Performance Technologist* providing organizations with all aspects of improvement in employee performance. She is the owner of **Mattick & Associates, LLC** and specializes in conducting assessments, designing, developing and conducting training for all types of blended learning. She has conducted and facilitated job/task analysis, developed competency maps and facilitated process mapping in various work environments. Her focus is on evaluating the benefits of training with the measurement of business goals of productivity and profitability. She is the co-author of an article titled "The Effect of Training on the Bottom Line", scheduled to be published in the ISPI Performance Improvement Journal, May 2006.

DATE: Wednesday, March 1, 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.