



# International Society for Performance Improvement Arizona Chapter ~ Presents ~

## **Contact Us:**

AZ ISPI  
PO Box 12408  
Chandler, AZ 85248

## **The Executive Board:**

President  
Eva Martony, CPT  
[President@AZISPI.org](mailto:President@AZISPI.org)

VP of Communications  
Jean Langston, CPT  
[CommunicationsVP@AZISPI.org](mailto:CommunicationsVP@AZISPI.org)

VP of Finance  
Jim Brown, CPT  
[FinanceVP@AZISPI.org](mailto:FinanceVP@AZISPI.org)

VP of Programming  
Carol Haueter, CPT  
[ProgramsVP@AZISPI.org](mailto:ProgramsVP@AZISPI.org)

VP of Membership  
Jenn Brown  
[MembershipVP@AZISPI.org](mailto:MembershipVP@AZISPI.org)

VP of Marketing  
TBD  
[MarketingVP@AZISPI.org](mailto:MarketingVP@AZISPI.org)

VP of Special Events  
Alicia Shevetone  
[SpecialEvents@AZISPI.org](mailto:SpecialEvents@AZISPI.org)

Web Master  
Dan Stone  
[Webmaster@AZISPI.org](mailto:Webmaster@AZISPI.org)

## **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

## Dynamics of the Multigenerational Workplace

Facilitated by Doug Zogby

Using a multimedia and interactive approach, Doug will give an overview of the 4 generations that currently make up the workforce, allowing the audience to develop an understanding of the key elements that shaped these generations and the impact they have on their views of work.

The focus will be on managing a cross generational work force in recruiting, training, coaching, conflict resolution, and retaining those members of the work force. Doug will also introduce gaming and the use of gaming in a cross generational workplace.

### **About the Presenter:**

Doug is an accomplished speaker, and continues to practice his craft through his membership in Toastmasters International, where he has achieved the prestigious Competent Toastmaster (CTM) Designation. Throughout his management career Doug has focused on the benefits of using Game Theory as a strategic management tool.

Doug is active in the following associations: American Society for Training and Development, the Institute of Management Consultants and the International Society for Performance Improvement, and the Game Theory Society.

Doug is listed in the *Yearbook of Experts* as a Game Theory/Management Consulting Specialist. Doug is currently working towards his Masters of Science Degree in Insurance Management through Boston University.

Got Game Consulting is currently listed as a finalist for Fast Company Magazine's Fast Fifty List for 2006. Inclusion in the Fast 50 recognizes ordinary people doing extraordinary things.

**DATE:** Wednesday, May 10, 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](mailto: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.*

Before starting his consulting practice, Got Game! Consulting, Doug Zogby had spent 25 years in the Property and Casualty insurance industry, holding numerous senior management positions in marketing, underwriting and operations. Throughout his management career Doug has focused on the benefits of using Game Theory as a strategic management tool.

In addition to his consulting practice Doug participates in a volunteer consultancy through the Executive Service Corp of Maricopa County, benefiting non- profit organizations in and around his current home of Phoenix, AZ.

Doug graduated from the State University of NY in 1978. He earned his Chartered Property and Casualty Underwriter (CPCU) designation in 2003, and is an active member of the local and national CPCU organization. In addition Doug teaches