



NEBRASKA CHAPTER

ASTD
WORKPLACE LEARNING & PERFORMANCE

Volume 28, Issue 7

July 1, 2007

July Luncheon

Program Topic: Becoming the Training Department Your Organization Can't Live Without

Are you ready for your customers to be "Wowed" by you and the rest of the training team? Are you in a training organization and want to obtain the skills to move you to the next level? Are you tired of the annual budget battle to prove the worth of your training department? Are you ready to propel your training department to a place where it is perceived as an indispensable part of the business? If you answered yes to even one of these questions, you don't want to miss the July ASTD Meeting being presented by Mari Peck!

Mari Peck is owner of Performance Matters, Inc. Prior to owning this business, Mari spent plenty of time in the corporate world being responsible for the health and future of training departments. She personally propelled her career from a "trainer" to the manager and eventually director of a 12,000 employee company by utilizing the system being taught in our afternoon training session.

In the July presentation Mari will provide detailed information and training to help you move your career and your training organization in a different direction. The topic and key discussion areas are:

Becoming the Training Organization Your Company Can't Live Without

- Act like a business owner
- Define your products and services
- So you think you know customer service?
- Needs assessments – it's more than finding out the logistics
- Without the right measures, they have no reason to grow your department – how and what to measure
- How to make sure everyone knows the value you are adding - marketing

Stay for the afternoon session to dive even deeper into the topic. You'll walk away with a set of tools to truly help you secure the future of your training organization.

Remember you must register for both the luncheon and the afternoon session separately to ensure an adequate count.

Date: July 11, 2007 **Time:** 11:00AM-4:00PM

Location: Westside Community Center - 3534 S. 108th (108th & Grover)

Luncheon cost: Member \$15 / Non member \$20

Afternoon Session cost: Member \$60 / Non member \$75

Registration deadline June 3, 2007

Register online: www.astdnebraska.org (Members please remember to log in before registering!)

Register by email: contactus@astdnebraska.org or by phone: 850-6710

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Did You Know?

As a trainer, you have access to many valuable, training, leadership, management and e-learning resources.

The websites listed below are available to trainers and offer advice on training, leadership and more!

Custom Guide - Print on demand courseware and quick reference guides. [website](#)

Chief Learning Officer Magazine - Solutions for enterprise productivity in the enterprise learning market. [website](#)



President's Perspective



The other night I was driving back to my home and realize a favorite seasonal moment had now arrived. I saw a flash of light come and go across my lawn. And just when I was able to follow it with my eyes, I was drawn away by another flash of light from a different direction. Summertime has officially arrived for me when the lightening bugs are riding carelessly through the night.

Others might say that summer has officially arrived when they have had their first BBQ out on the deck, when the days stay light until 9:30 p.m. or when the first bat cracks a ball at the College World Series.

Well, summer has arrived for our traditional learners. School doors closed and an instant sense of freedom began to loom in the air. Yet are any of us ever really free from learning?

As fellow learning professionals, we would like to insist that learning is a continuum. It may not come in the formal sense of a class, but in a casual conversation or simply in experiencing something you have never tried before.

I encourage each of you as members of ASTD Nebraska to give freedom to your learning now that summer has arrived. Try something new, talk to a variety of people and see things from their perspective and more importantly take a moment to enjoy all that summer has to offer. Sit on the stoop tonight and watch the lawn light up!

The summer night is like a perfection of thought. -Wallace Stevens

Angela L. Galloway
ASTD Nebraska 2007 President
"Leading the way in workplace learning and performance"

Board Member Bio

Ever wondered what your ASTD Nebraska board members look like? Where they work? What are their chapter goals? How about something that would make you say "I did not know that about them."

Throughout 2007 ASTD Nebraska newsletter will introduce you to your board members. You'll be surprised what you learn about them!

Board member name: Jamie Kelly

Board position: Director of Awards

Contact email address: directorawards@astdnebraska.org

Years with ASTD Nebraska: 5 years

2007 Goal for ASTD Nebraska: An increase in member participation

Surprising tidbit: Growing up, my mom was a teacher and my dad was in mortgage banking. I thought both careers sounded terribly boring and aspired to be a soap opera actress. As it ended up, my true career took off when I began in the training department. Guess what I did there - taught people how to originate mortgage loans! I ended up following in both parents' footsteps after all!

Water Main Break Can't Stop ASTD Nebraska Mentoring Workshop!

On Saturday, June 9th, the Professional Development group hosted a Mentoring Workshop for three new mentors and mentees. Though the workshop was scheduled to be held in the Community Room at Panera Bread on Saddle Creek Drive, a water main break prevented Panera from opening that morning, so we quickly regrouped at the nearby Village Inn. They even let us set up a flip chart in the middle of the restaurant! So, we ate pancakes and talked mentoring; hopefully those at the surrounding tables learned a bit as well.

The workshop was facilitated by me (Angela Athy, Director of Mentoring) and Trisha Harrold (2006 Past President). It was designed to provide the new mentors with some tools and ideas for facilitating their relationships with their mentees. The mentors also honed their "giving feedback" skills in a practice exercise.

The mentees joined us an hour into the program. With the mentors and mentees together, we talked through the purpose and goals of the program, completed a styles preferences activity, worked on SMART goals and spent some time getting to know each other. At the close of the session, mentors and mentees forged their commitment to the mentoring relationship by signing an agreement and planned for their next meeting.

While the ASTD Nebraska Mentoring Program is somewhat informal, we strive to connect the right mentor and mentee through a matching process, and then provide the workshop as a means for "jump starting" the relationship. Each mentor and mentee receives a packet of activities that they can complete together to further enhance the relationship building and focusing of their time together. The mentors and mentees who participated in this workshop will continue their relationships for the next six months, meeting at least an hour each month. All those involved in the workshop left with some specific ideas about how to best work together to meet the goals and needs of the mentees.

The feedback on the workshop was very positive, and we received some great suggestions for improvements. One mentor in attendance indicated that the workshop included a "good, effective blend of information and supporting activities" and one mentee indicated that the part of the workshop that she found valuable was the time she spent discussing her goals with her mentor. In a newsletter later this year, you'll be able to read a summary of an interview with a mentor and mentee in the program; this will be an opportunity for you to hear more about the value of the mentoring relationship from those who have actually participated in one as part of this program.

Hopefully this information has inspired you to think about how you could serve in or benefit from ASTD Nebraska's Mentoring Program. If you are interested in being a mentor or in being mentored by someone, please contact me, Angela Athy, Director of Mentoring at asathy@up.com. Also, thanks to all of those who have served in this program so far!



Career Services Team Players - July Spotlight



The Resume Review Team proudly spotlights Kelli Dedlow. Her experience as a trainer and a recruiter provides unique insight to what HR representatives and training managers are looking for when selecting candidates. Keep reading for Kelli's thoughts about ASTD, the Resume Review Team, and her resume writing tip.

My first role in the "training world" was as a Sales Trainer in 2005. I can honestly say that it was the first time in my life where I truly enjoyed coming to work every day. The creativity and challenge it provided truly made each day fun to be at work. I was also lucky enough to have a great team of trainers to work with.

By joining ASTD, I discovered that as trainers, we are all very much alike - we love to *help* people, and we love to *talk*! What fun! As my roles changed from sales training to employee development to human resource development and performance management, ASTD has provided me with invaluable tools and resources to be successful in each role. The monthly luncheons have afforded me the opportunity to meet other professionals in the field and learn helpful tools and techniques that I could apply to my job immediately. The most valuable information I get from ASTD are the "best practices" you learn from other professionals in the field.

I saw ASTD's Resume Review Team as an opportunity to help others achieve their passion and career goals by "getting their foot in the door". An HR professional or hiring manager may only spend 20 - 30 seconds scanning your resume at first glance before they decide to read more! Your resume is your own personal advertisement. Our team is here to make sure those first impressions count.

Outside of work, I have two kids - a 30 year old (who I also call my husband - ha!) and a two year old. Isn't life during the terrible twos fun? My husband and I enjoy the outdoors, so you will often find us outside during the months of May - October. We are huge football fans, too!

I have enjoyed being part of the resume team, so please keep the resumes coming for us to review!

Kelli's resume tip: Many people use a resume to tell HR professionals and hiring managers about their experience, but they highlight their roles like a job description. While it is important to give an overview of what the role entailed, I cannot stress enough the importance of including *specific* accomplishments for each role in your resume. It *will* differentiate you from the rest of the crowd



The Interview Team proudly spotlights Andy Raffel as both an Interview and Resume Team member with a vast background and experiences as a trainer, HR generalist, recruiter, and hiring manager. Keep reading for Andy's perspectives on Resume Writing and Interviewing.

I initially joined ASTD's Omaha chapter when I first moved here in 1997. What a fast 10 years! Today, I head the Training and Development Department at Pamida Stores where my internal clients include the corporate office, all 200+ stores and the distribution centers. I first became involved with the resume and interview teams a few years ago. I was hiring a new trainer for my team and I saw too many people with great skills not presented in a way to distinguish them from other applicants. I'm able to use experiences from being a trainer, HR generalist, recruiter, and hiring manager to tweak resumes and prepare people for interviews using a hiring-side focus.

Outside of work, I enjoy spending time with my family. My wife, Amy, has a dual role at Immanuel Hospital where she is a nurse who also trains childbirth education (Yes, two trainers in the house!). We have 3 active children who keep us very busy. For fun, I

(See Team on page 6)

Team

(Continued from page 5)

like to golf, play tennis, and go swimming with the family. We all enjoy traveling, especially to warm, tropical locations. Of course, I'm also passing my love of all things Disney to my kids, so we always look forward to the annual pilgrimage to Orlando or Anaheim to see the Mouse!

Andy's resume tip: Make sure your contact info is professional, accessible, and gives a positive reflection of you as a prospective employee. When listing an email address on your resume, use something like firstname.lastname@gmail.com instead of hot2trot@yahoo.com. Don't use your current work email, as it gives the impression you are job searching there instead of working. Also, make sure your voicemail greeting is clear and understandable. You should mention your name in the greeting or at least your phone number so that the recruiter knows he is leaving a message at the right place.

Andy's interview tip: Networking, networking, and networking are the three best ways to prepare for an interview (along with completing a mock interview with your ASTD interview team). Use the ASTD membership directory or a networking site like LinkedIn.com to find someone already working at your target company. You can gain valuable "insider" information to use in your cover letter and later in your interview to make yourself memorable.

E-learning Seminar Coming to Omaha

Phasient Learning Technologies is bringing our successful, **FREE** eLearning seminar to the Omaha area!

Come and learn exactly what you need to know to get started in eLearning, while enjoying a **complimentary breakfast**.

Join us for a frank discussion about the basics, including

- Where to begin
- Necessary skill sets
- Development process
- Characteristics of effective online courses, and
- How to know if it's working

Date - 8/28/2007
 Time - 9:00AM – 11:00AM
 Location - TBA
 Notes
FREE Breakfast!
FREE Gas Card!
 Price - Free
 Registration Deadline - 7/6/2007

Experience demonstrations of Phasient custom courseware, SimBuilder authoring tool, and SimCast learning management system.

Space is limited for this free seminar! Sign up by July 6, 2007 to receive a **FREE gas card!*** Call 877-430-3821 today to reserve your seat, or visit us online at www.phasient.com.

First 12 respondents only. Must attend the seminar to receive the gas card. Phasient reserves the right to cancel the seminar.



Monthly Meeting Follow-up

June 2007 - Sonia Keffer: Improve Your Presentation Skills

10 Techniques for Finding out Participants Expectations:

- 1) Questioning – before and during
- 2) Needs analysis
- 3) Interview Managers
- 4) Write expectations down on board or post it notes
- 5) Write down and follow up at end of class
- 6) Write down and follow up at beginning of class
- 7) Audience writes on flip chart one at a time and review
- 8) Warm up for expectations – if you go on a trip, how do you prepare
- 9) Interview each other with expectations and present back
- 10) What do you hope to learn to apply back on the job

10 Places to Find Quotes for Training:

- 1) Internet
- 2) Lexus Nexus
- 3) Co-workers
- 4) Wikipedia
- 5) Books
- 6) Expert / Professional Speakers
- 7) Subject
- 8) Media
- 9) Advertising
- 10) Software

10 Techniques for Learning Names:

- 1) Say the name as soon as you meet the person (i.e. Nice to meet you, John...)
- 2) Repeat name three times while talking to them
- 3) Start a sentence with their name or use their name in a sentence
- 4) Ask how they spell their name
- 5) Associate name with some other feature
- 6) Write down their name (map the room)
- 7) Find things that rhyme with their name
- 8) Use table tents
- 9) Classroom introductions
- 10) Give them a name tag

10 Techniques for Reviewing Material:

- 1) Mentoring (on the job)
- 2) Games
- 3) Quizzes
- 4) Role Plays
- 5) Making sure format is right for the content
- 6) Live situations
- 7) Getting participants to teach materials
- 8) Answer questions as they come up
- 9) Action plans
- 10) Journaling
- 11) Assessments – applying the knowledge

10 Techniques for Forming Groups:

- 1) Ask for volunteers
- 2) Count off
- 3) Pre-select
- 4) Color Coding
- 5) Commonalities
- 6) Diversity
- 7) Subject matter experts
- 8) By table
- 9) Alphabet
- 10) Birthdates

Follow-up

(Continued from page 7)

10 Things to Remember when using Technology:

- 1) Try / test equipment to make sure that it works
- 2) Know who to call for help
- 3) Have a back-up plan
- 4) Have handouts
- 5) Make sure you have access / sign ons / data loaded for all
- 6) Use non-production environment
- 7) Remember they are humans
- 8) Don't do it for them – don't touch the keyboard
- 9) Learn the technology spectrum of your audience
- 10) Move through

10 Techniques for Regaining Control of the Group:

- 1) Stand next to the problem child
- 2) Stop talking
- 3) Pull aside at break
- 4) Ask them a direct question
- 5) Eye contact and the look
- 6) Ask – “can you share this with the class”
- 7) When you are ready to listen, let me know
- 8) New topic and return to what was covered
- 9) Park the issue and move on
- 10) Use the time frame to redirect

10 Tips for Opening a Presentation:

- 1) Write topic on board or other visuals to introduce subject
- 2) Activity taking group from known to unknown to introduce topic
- 3) Music to relax participants
- 4) Review agenda
- 5) Tell a relevant story or appropriate joke
- 6) Ask for goals of the group to get from the presentation
- 7) Ice breaker
- 8) Create a group mind map to create commonalities
- 9) Use slides with quotes and teasers
- 10) Pre-test – make it fun and non-threatening
- 11) Ask a provocative question

10 Techniques for Calling Participants to Order:

- 1) “Luke, I am your father...”
- 2) Singing / Music
- 3) Silence with fingertips touching
- 4) Stand close to the loudest person
- 5) Stand on a chair (safely)
- 6) Clap
- 7) Speak in another language
- 8) Text the group
- 9) Waving Arms
- 10) Ask a question

Books referenced during Sonia Keffer's Presentation:

"Present Yourself" by Michael J. Gelb ISBN: 0-915190-51-6

"The Presentations Kit" by Claudyne Wilder ISBN: 0-417-31089-1

"101 Ways to make training active" by Mel Silberman ISBN: 0-88390-475-6

(See Follow-up on page 10)

Follow-up

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May 2007 - Using Podcasts in Training & Development

Learn more about Podcasting -

For more information on podcasting, please call or visit the Apple Store at Village Pointe. Their phone number is 402.970.4477 or via email at villagepointe@apple.com.

Every Wednesday, the Apple Store hosts Business Night. Learn how to create a website, create a movie, practice podcasting. The key contact for Business Night is Roddy Jasa.

They can hold events at their store only, but they would be happy to host a group from a company, etc.

Certification Conversation

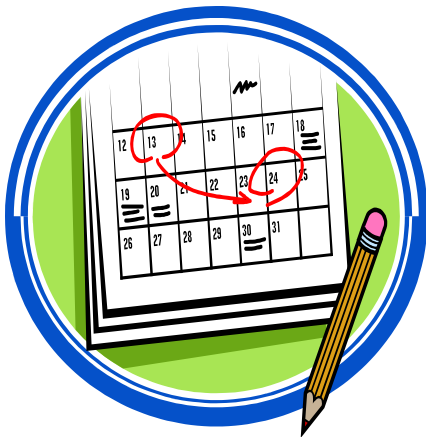
Our Spring Study Group was very successful, culminating in Jon Stanton and Jamie Kelly both passing the exam!

The next exam window opens **September 16th**, and the registration deadline for that window is **July 21st**. If you wish to test in September, now is the time to start preparing.

The Summer Study Group sessions are being planned now and will begin the first week of July. We will collaborate to identify a time and location for study group meetings that works for everyone.

If you are testing in this next window, contact Valerie Noll, Director of Certification, soon. As always, let me know how I can help. You can call me any time at 402-312-1118, or email valerie@ravenwriter.com.

Upcoming Monthly Meetings - Save the Dates!



August 1 –Carol Horner, President of Synchronicity, Inc., will present “Building Your Business Acumen”.

Join us from 3:00-5:00 p.m. in the Executive Conference Center on the top of the Doubletree Hotel at 16th and Dodge. Watch for more details regarding this exciting meeting!

Sept - No regular monthly meeting. Attend the exciting Leadership Conference on the 19th of the month!

Chapter Involvement Opportunities

Volunteer Position: Interview Team Member

Description of Job & Responsibilities:

This opportunity is for a team launching this fall. We are seeking people with experience conducting interviews to help us get started.

- Conduct mock interviews and give feedback to help our members polish their interview skills
- Generate ideas for more Career Resources Products and Services
- Occasional special projects such as write a newsletter article or create an interview aid handout

Time commitment: 1-2 hours training
Monthly time: 1-4 hours monthly
Length of commitment: 1 year

Contact Alysia Clary at 498-2446; aclary@integriguard.org

Volunteer Position: Programming Committee Member

Description of Job & Responsibilities:

- Assist in choosing topics for monthly meetings
- Secure speakers/presenters for those meetings
- Assist in planning and executing meetings

Time commitment: 2 hours training
Monthly time: Meets the 3rd Thursday of the month at 4pm
Length of commitment 1 year

Contact Amy Trenolone, Dir. of Programming at amy.trenolone@acheiveglobal.com

Volunteer Position: Director of Marketing

Description of Job & Responsibilities:

- Create/layout marketing pieces, as needed to be used in mailers or flyers/brochures
- Assist committee efforts in promoting ASTD NE in the area
- Must have strong communication skills, including writing and editing
- Ability to plan, make decisions and work with deadlines

Time commitment: 0 training
Monthly time: 5-6 hours per month
Length of commitment 2 years

Contact Janet Skogerboe, VP Marketing at janet.skogerboe@mutualofomaha.com



Chapter Volunteer Opportunities

Volunteer Position: Resume Team Member

Description of Job & Responsibilities:

- Review member resumes and provide feedback to team leader who will then compile it
- Occasional special projects such as write a newsletter article or create an interview aid handout

Time commitment: 1-2 hours training
Monthly time: 2-4 hours monthly
Length of commitment: 1 year

Contact Valerie Reed, Director of Career Resources at 498-2443, 871-7889 or DirectorCareerResources@astdnebraska.org

Volunteer Position: ASTD Nebraska Mentor

Description of Job & Responsibilities:

- Mentor should have at least 5 years of experience in the Training & Development field.
- Mentors should assist the mentee in defining goals and provide or help find the resources the mentee needs to meet his/her goals.
- Mentor should act as an advisor or coach as the mentee begins activities to meet established goals.
- Mentor should adhere to personal and professional confidentiality expectations.

Time commitment: 6 hours training
Monthly time: 1 hour
Length of commitment: 6 months

Contact Angela Athy, Director of Mentoring, at 402.544.7086 or asathy@up.com for more information.

Job Postings/Career Resources Assistance

We post new positions on the website frequently. The following items are just a few of the latest opportunities!

To see all of the postings and to find out more about these positions, login to www.astdnebraska.org, go to the **Career Center**, and click **Job Postings** in the left navigation bar.

- E-learning Specialist, Home Instead Senior Care
- Volunteer Facilitators, St. Peter Claver Cristo Rey High School
- Trainer, Distribution Center, Professional Veterinary Products
- Trainer, Product Service & Sales, Professional Veterinary Products
- VP Collector Training, Omnium Worldwide
- Training Coordinator, Bank of the West

To find out more about our Job Posting service, please contact Valerie Reed at DirectorCareerResources@astdnebraska.org.

July 2007

Thank you to everyone who makes our Chapter Newsletter possible. Without you, this publication would not exist.

Your thoughts and opinions are very valuable in continuing to make it a huge success.

I welcome all members input and article submissions/suggestions.

Please feel free to contact me, Elizabeth Ambrose, at 402-952-6531 or via email at eambrose@omnihotels.com, with your contributions and suggestions for future newsletter editions.



New/Renewing Members

ASTD Nebraska extends a warm welcome to new members and says thanks to those renewing their membership.

Renewing Members

Lynette Campbell
Linda McManigal
Kelly Brown
Tamara Dowling
Leslie Goins
Lisa McDonald
Jeanine Aspen
Bobi Jensen
Laura Roccaforte
Cameron Lind
Jeanette Nixon
Kory Troutman
Kimberly Somer

New Members

Brooke Timm
Karen Berghauser
Trevor Schade
JR Johnson
Jane Machado
Corey Handley
Bethany Rapp
Jill Banaszak
Amanda Koile
Erick Dragsten
Chad Reelfs
Jeanie Smith

For more information on joining ASTD Nebraska, visit our [website](#) and click on the [Get Involved](#) link. After clicking on that link, navigate to the [Join/Renew](#) link for complete membership information.

Advertise with ASTD Nebraska

Part of ASTD Nebraska's success comes from valuable support from organizations and individual members who volunteer their time and energy. With over 300 members, we can reach a variety of training decision-makers. The Nebraska Chapter offers many different cost-effective advertising options and package deals. The following are a few options for advertising:

- Monthly eNewsletter
- ASTD Nebraska's website
- Sponsor a monthly chapter meeting
- Vendor tables at a meeting or workshop

For more information, please contact Marilyn Sims, Director of Sales at marilyn@clarkconnectiongroup.com

**Payments are due in advance. ASTD Nebraska has the right to refuse any request based on the best interest of chapter members.

