



# 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

## Generational Solutions

Facilitated by [Stephanie Schwartz](#)

Lots of groups are concerned about the projected shortfall of talent as the Baby Boomers leave the job market. Learn what a local group is doing to accommodate the differing needs and outlooks in regards to how Baby Boomers, Generation X and Generation Y employees view:

- ◆ Technology
- ◆ Time off and compensation
- ◆ Work ethics
- ◆ The future (and does “future” mean two weeks from now or ten years from now?)
- ◆ Coaching and process improvement
- ◆ And so much more!

This knowledge will help you and your organization relate to groups of employees in new and more efficient ways, and close communication and production gaps you may not have known existed (but the other generations did!).

Bottom line? Employee retention and less headaches for you.

**About the presenter:** Stephanie has 14 years of experience in adult learning in call center environments, retail, hospitality and banking. Her current training passions center around leadership and management skill improvement. Stephanie has a B.A. in Journalism/Public Relations and an M.A. in Organizational Management.

**DATE:** Wednesday, May 2, 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](mailto:President@AZISPI.ORG)

**Location:** **AZ State Retirement System (ASRS)**  
**3300 N Central Avenue, 10<sup>th</sup> Floor**  
**Phoenix, AZ**

**Directions:** Southwest corner of Central and Osborn. Take 2<sup>nd</sup> Ave. south from Osborn. Turn left into the first parking garage on the east side of 2<sup>nd</sup> Ave. Take a ticket to get in, but validation is not required after 6:30 pm. 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 10<sup>th</sup> floor. Look for the AZISPI sign.