

**NWALC:**  
***An Explosion of Learning and Sharing***



**Northwest ASTD Leadership Conference (NWALC)**  
**DoubleTree – Lloyd Center**  
**Portland, Oregon**  
**May 18 – 19, 2006**

**Schedule and Speaker Information**

**Thursday, May 18, 2006**

An evening reception from 7 – 9 pm will be open to all conference attendees. Heavy hors d'oeuvres and a no-host bar will be available. The reception will be held inside the Oregon room.

**Friday, May 19, 2006**

<b>Time</b>	<b>Room</b>	<b>Activity</b>
7:30 – 8:30 am	Foyer	<b>Continental Breakfast Registration and Check In</b>
8:30 – 9:30 am	Oregon Room	<b>Welcome from Cascadia Chapter – ASTD Opening Remarks: The Changing Role of the Trainer</b>



**Rick Hicks**

***Rick Hicks***

Chair, National Advisors for Chapters, National ASTD Member, Board of Directors, National ASTD Managing Director, HR and Professional Development, Randy Smith Training Solutions, Lafayette, Louisiana

***Overview***

The training field is dynamic. Workplace training is not the same as it used to be, and not the same as it will be in the next few years. If you are a professional in the field of Workplace Learning and Performance, this presentation provides an opportunity to explore the possibilities. Topics will include:

- Highlights from the 2005 ASTD State of the Industry Report
- A discussion of the implications of industry trends and resulting challenges
- ASTD's Competency Model for Workplace Learning and Performance
- Review of the new professional competencies in

Time	Room	Activity
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- training and performance improvement
- Linking training to business strategy
- The impact of Human Performance Improvement and the new roles for trainers

**Bio**

Rick loves working with people with the ultimate goal of making a difference. Rick has more than 18 years of experience in people development and human resources. Currently he manages human resources and professional development for an international training firm, Results in Learning, with offices in Texas, Louisiana, Scotland, Colombia, and Egypt. His company specializes in behavior-based safety for high risk industries, leadership development, and technical skills for the oil industry. During 2003 & 2004, Results in Learning provided training for more than 37,000 people in 39 countries and 17 languages, preparing both, organizations and people, to meet the challenges of today's work environment. Rick is also actively involved as a board member for the national ASTD.

9:30 – 9:45 am	Foyer	<b>Break</b>
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9:45 – 10:45 am	Oregon Room	<b>Breakout Session #1: From High Panic to High Performance: One Chapter's Evolution</b>
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**Dion Kerr**



**Liza Greene**



**Kathleen Bergquist**

**Overview**

The ASTD-Cascadia Chapter will share their journey from hard times as a chapter in the mid 1990s to the high success they enjoy today. At the conclusion of this session, participants will be able to:

- Identify the pros and cons of Cascadia's approach to strong chapter financial management.
- Explore ways to adapt Cascadia's robust administrative support model to their own environment.
- Review sample timelines, materials and resources for building and sustaining a high performance chapter.
- Work through a real-life case study to identify strategic action steps leading to successful outcomes.

**Dion Kerr**

VP of Finance, Cascadia Chapter, ASTD  
Training Manager, Vanguard EMS, Portland, Oregon

**Bio**

Dion Kerr has a background in technical training and college instruction. He is currently the Training Manager for Vanguard EMS, a contract circuit board manufacturer in Beaverton, Oregon. Before Vanguard Dion had responsibility for training at Benchmark Electronics and Credence Systems, both in high-tech manufacturing. Prior to corporate training, Dion developed his classroom skills during 5 years at ITT Technical Institute teaching electronics and manufacturing. He holds a Bachelor of Science in Electrical Engineering from Case Institute of Technology in Cleveland, Ohio. Dion is now the VP of Finance for ASTD Cascadia

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Chapter where he has been a member and volunteer since 2003. He dabbles with computers and enjoys spending time at home with his wife and their dog, a lab/border collie mix.

**Liza Greene**

VP of Marketing, Cascadia Chapter, ASTD  
 OD Coordinator, Providence Health System, Portland, Oregon

**Bio**

Liza Greene has a diverse familiarity of internal and external Organizational Development / Training roles; she has experience within the health care, hospitality, financial, public safety, communications, nonprofit, technology, manufacturing, and construction industries. Prior to her current position, Liza spent time with MBL Group, Canyon Ranch Health Resort, RealTime Performance, and United Way of Tucson and Southern Arizona. Liza is currently the VP of Marketing for the ASTD Cascadia Chapter, and served as the Treasurer in 2005. Her speaking engagements range from National ALC and ASTD monthly programs to the President's Discourse at Tulane's commencement to university guest lectures. Liza holds an MBA from The University of Arizona, a Master's in Industrial/Organizational Psychology from Illinois Institute of Technology, and a Bachelor's in Psychology from Tulane University. In her spare time, Liza is a volunteer mentor with the Marshall Campus ASPIRE program, a marathon runner, and an avid dodge ball enthusiast.

**Kathleen Bergquist**

Business Manager, Cascadia Chapter, ASTD  
 Owner, The Connor Group, Portland, Oregon

**Bio**

Kathleen is a native Oregonian who began her training career in the federal sector. She also served as Assistant Regional Director for Civil Rights for a federal agency as well as Executive Director for the Federal Executive Board. She left federal service to start her own business in 1987, providing training program design and management services. In the late 1990s, she repurposed her business to provide association management services to small non-profits.

Alaska Room

**Breakout Session #2:  
 Succession Planning and Leadership Development**



**Christie Ward**

**Christie Ward**

Immediate Past President, Rocky Mountain Chapter, ASTD  
 Principal, Impact Institute

**Overview**

We've all seen it: The chapter where the same person is leading for years and there seems to be no new blood in sight! Let's look at options in this workshop to "creating new chapter leaders" and "robust committees". Where do you find your next generation of leaders? How do you make sure you don't burn people out? This session is an interactive look at what has worked for successful chapters and chapter leaders in the past. What are the lessons successful leaders can pass on to the next generation? How do you set up succession planning and create steps

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people aspire to? Come have a say in tomorrow's leadership for ASTD chapters. At the end of this session, participants will be able to:

- Create options for leadership positions at the chapter level
- Know how to let people grow "slow" so they stay "hot"
- Build strong committees to support board positions
- Find your talent pool
- Empower people to make the chapter better

**Bio**

Christie's is a senior level training professionals whose company, The Impact Institute, is involved in strategic planning, consulting, recruiting, executive coaching, professional training and speaking for numerous major clients. She received her Bachelor's degree from USC and is working on her Master's in Adult Education through Portland State University.

10:45 – 11:00 am	Foyer	<b>Break</b>
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11:00 am – Noon	Oregon Room	<b>Breakout Session #3: Vision to Victory: Diversifying Your Membership</b>
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**Lolita Burnette**

**Overview**

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**Lolita Burnette**

Chair, Diversity Committee, Cascadia Chapter, ASTD  
Diversity Education Manager, Providence Health System, Portland, Oregon

**Bio**



**Thomas Hardy**

Lolita Burnette is the Diversity Education Manager for the Oregon Region of Providence Health System. Prior to joining Providence, Lolita spent a decade as the Owner and Executive Consultant of Achievement Architects, an organization development consulting practice that helps firms transform their cultures and innovate during times of change. Ms. Burnette also brings nearly twenty years experience as an executive leading organizations in the telecommunications industry and government during times of change. She graduated from Reed College with a degree in Behavioral Psychology and did graduate work at Cornell University and the University of Phoenix in Affirmative Action and Business Administration, respectively. She holds certificates in EEO / Affirmative Action, Strategic Planning, Situational Leadership, Cross Cultural Conflict Resolution, Generational Differences and Dialogue. She is also a certified DDI facilitator for Providence Academy. Lolita is a lifetime member of the Oregon Association of Minority Entrepreneurs [OAME] and is active in the NWEEO Association, the Organization Development Network, American Society for Training and Development [ASTD], and the Northwest Leadership Forum – a group of senior diversity practitioners in the Pacific Northwest. She has served as a Board Member and Personnel Committee Chair for the City Club of Portland; Campaign Chair and Employment Trainer for the Urban League of Portland; Guest Speaker for OAME, the Women's Business Conference, Willamette School of Law and the Reed College Lecture Series on Ethics. She has also received awards from the Portland Jaycee's, the Atlanta Private Industry

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Council and served as a mentor / coach for the National Catalyst Award winning Women of Color Project at U S West Communications.

**Thomas Hardy**

Member, Diversity Committee, Cascadia Chapter, ASTD Training Coordinator, Organization for Educational Technology and Curriculum, Wilsonville, Oregon

**Bio**

Thomas Hardy is a skilled trainer with over 9 years experience in project management, lesson plan development and coordinating educational campaigns to meet industry standards. Thomas' professional background includes several years as a business service manager and project manager for organizations such as the Bonneville Power Administration (BPA), TekSystems, and International Product Development (ipd); four years as a program coordinator and trainer for the Oregon Youth Authority and two years as a program manager for the Urban League of Portland. With a background in corporate training and project management, Thomas Hardy joined the Organization for Educational Technology and Curriculum (OETC) in January 2005 in a new, grant-funded position as the Training Coordinator for the Intel® Teach to the Future Professional Development Program. One of his main duties is the coordination of training for educators and administrators in Oregon, Montana and Idaho as outlined by a grant OETC received from the Intel Foundation. Thomas also works with Maranatha Church of God in Portland, Oregon to develop and lead a plan of action to redesign the administrative structure for leadership succession and the Music, Youth and Special Events departments; facilitate staff development through training in Project Management and provide operational management for major events. Mr. Hardy represents the city of Portland as a member of the national DeVos Urban Leadership Initiative and his educational experience includes a Project Management Certificate from Portland State University Professional Development Program, Portland Bible College, the Oregon Board on Public Safety Standards and Training and Computer Career Institute in Portland, Oregon.

Alaska Room	<b>Breakout Session #4: Engaging Volunteers</b>
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**Patricia Harrold**

**Patricia Harrold**

President, Nebraska Chapter, ASTD  
Founder, Career and Life Mentoring, Omaha, Nebraska

**Overview**

Volunteers are the lifeblood of ASTD Chapters. Without securing a diverse, robust and committed pool of volunteers, chapter boards, programs, and special events will flounder and chapter leaders risk the viability of their chapter. In this session, participants will have the opportunity to capitalize on the best practices of one of the most enduring and successful mid-size chapters in the Mid West as well as share their best practices and lessons learned when it comes to recruiting, engaging and recognizing volunteers. At the end of this session, participants will be able to:

- Define the value of volunteer involvement and articulate the return on investment

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- Maintain dynamic, supportive and encouraging volunteer support systems
- Develop recruitment messages that appeal to volunteers' interests, self-worth and sense of community
- Create volunteer recognition systems that work!!

**Bio**

Patricia Harrod is the founder of Career and Life Mentoring (C.A.L.M) a career and business consulting company established in 2000. Patricia's expertise ranges from Organizational Development, Human Performance Improvement, Quality Assurance and strategic alignment of training initiatives with corporate profit goals. Patricia also works full time with Crew Training International leading courseware development efforts in highly technical simulator-based initial qualification training for Airborne Reconnaissance Crews stationed at Offutt Air Force Base. Patricia has been highly active within the Nebraska Chapter of ASTD serving as Director of Career Resources, Vice President of Professional Development and is currently serving her term as President. Patricia's achievements include creation of resume critique service, mentoring program, advanced Trainers Institute, and Volunteer engagement and sustainment systems. She was recognized as New Member of the Year in 2002 and received ASTD's Outstanding Original Training program award in 2002 and 2004. Patricia has her Bachelors degree from Peru State in Business and Technology Management, a Masters degree from Bellevue University in Leadership and is a graduate of ASTD Nebraska's Trainers Institute and Advanced Trainers Institute

Noon – 1:15 pm	Foyer	Lunch
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1:15 – 2:30 pm	Oregon Room	<b>Sharing Best Practices (facilitated group discussion)</b>
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**Lenny Borer**



**Theme Grenz**

**Overview**

This facilitated group discussion will provide insights into the following issues:

- Describe best practices
- What was the business need?
- What was the goal of the best practice?
- What obstacles did you encounter?
- How did you handle these obstacles?
- What were the results?
- Is there documentation posted on your web site?
- How has your chapter / leadership team benefited from this best practice?
- What have you learned?

**Lenny Borer**

Member, NWALC Committee, Cascadia Chapter, ASTD  
 Owner, Lenny Borer Training, Portland, Oregon

**Bio**

Lenny Borer is a northwest trainer and facilitator that has been in private practice for over 20 years. His specialty is in the areas of interpersonal communication, conflict resolution, giving presentations and instructor training. He facilitates team building sessions, retreats, public meetings and Board

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training sessions. Lenny was also an actor for many years and is part owner of Portland's "trendy" restaurant in Northwest, The Carlyle. He is also one of the Cascadia Chapter's members with the most longevity as a member.

**Theme Grenz**

President Elect, Cascadia Chapter, ASTD  
 Training Manager, Household Finance, Lake Oswego, Oregon

**Bio**

For the past 7 years, Theme has held numerous training positions - developing and delivering both technical and professional development programs. More recently, he has been responsible for the development of field training professionals and the implementation of a learning management system. Theme is currently a Learning and Development Specialist for HSBC Card Services in Tigard, Oregon.

2:30 – 2:45 pm	Foyer	<b>Break</b>
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2:45 – 3:30 – pm	Oregon Room	<b>Executing the Chapter Leader Competency Model</b>
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**Jim Maddock**

**Jim Maddock**

Member, National Advisors for Chapters, National ASTD Product Implementation Manager, Microsoft Corporation, Redmond, Washington

**Overview**

Discover how the chapter leader competency model can be used to assess and improve leader and board performance. This session will review the newly completed Chapter Leader Competency Model. You'll hear what top performing chapter leaders said when asked about their best work, their challenges and their lessons-learned. A review of the model components will help discuss applications for your chapter leadership.

**Bio**

Jim Maddock works with 11 chapters in Alaska, Colorado, Idaho, Montana, Oregon, Utah and Washington as a member of ASTD's NAC. The NAC, National Advisors for Chapters, is ASTD's team of experienced chapter leaders who advocate for, and assist with chapter operations. Jim serves on committees creating a Balanced Scorecard for chapter performance, and the "ASTD OneVoice" initiative examining operating models for chapters and the association.

Jim is a former Cascadia Chapter President, VP for Programs and had great fun serving in a wide variety of chapter roles. He is currently a member of the Puget Sound chapter. He served on ASTD's LDT (Leadership Development Team) where he led chapter leaders in the creation of the ASTD Chapter Leader Competency Model. He helped the LDT produce several leader resources including the popular ALC, ASTD Leaders Conference for 3 years.

Jim supports the systems learning needs of Microsoft's global operations. He is a veteran of a dozen years of Training and Development experience in Banking, Utilities, Government, Social Services and High Tech, preceded by a

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		decade teaching in higher education. He resides in Sammamish, Washington with his wife of 20 years, their two children and 14 pets - no kidding, 14.
3:30 – 3:45 pm	Foyer	<b>Break</b>
3:45 – 4:30 pm -	Oregon Room	<b>Roles of National Leaders and Chapter Leader Resources</b>
		<div data-bbox="646 453 797 617" data-label="Image"> </div> <div data-bbox="646 621 821 648" data-label="Caption"> <p><b>Maureen Orey</b></p> </div> <div data-bbox="859 453 1146 506" data-label="Text"> <p><b>Maureen Orey</b> Area Manager, National ASTD</p> </div> <div data-bbox="859 533 980 560" data-label="Section-Header"> <p><b>Overview</b></p> </div> <div data-bbox="859 600 1414 842" data-label="Text"> <p>Are you overwhelmed? Trying to figure out Who's Who? Tired of re-inventing the wheel? Looking for chapter management resources to manage your chapter more effectively? How about a new member orientation –do you want a jump start in the content? Come learn how to navigate though the vast array of resources created for chapter leaders. See samples, models, and more right at your fingertips! This session will be a live online web tour presentation to introduce you to the leader resources available to you on the ASTD Chapter Leader Community.</p> </div> <div data-bbox="859 869 906 896" data-label="Section-Header"> <p><b>Bio</b></p> </div> <div data-bbox="859 924 1430 1360" data-label="Text"> <p>Maureen has over 20 years experience in the fields of management, training, human resources, diversity, and career development. She has worked with organizations in many industries including retail, hospitality, academia, local government, and manufacturing. She was selected to be one of the 2005 Businesswomen of the Year by the Business Advisory Council. Maureen is the author of two books: "Successful Staffing in A Diverse Workplace" and "Communication Skills Training". She is certified in Servant Leadership from the San Diego Leadership Institute, and is a certified facilitator of The Seven Habits of Highly Effective People and Effective Project Management with FranklinCovey. Maureen has completed ASTD's Certificate in Human Performance Improvement, and is a candidate to be a Certified Professional in Learning and Performance (CPLP). She holds a Master's Degree in Education from the University of San Diego and a Bachelors Degree in Psychology from San Diego State University.</p> </div> <div data-bbox="859 1388 1430 1776" data-label="Text"> <p>As Area Manager for ASTD, Maureen works with 45 chapters in 19 western states of the United States. She serves as a liaison between the local ASTD chapters and headquarters of the organization, providing strategic support and coaching to chapter leaders, both face-to-face and virtually. Maureen has worked in this position since 1997, and was twice named as one of the staff award winners for ASTD's 2004 Volunteer/Staff Partnership Award in partnership with both the San Diego Chapter of ASTD and the National Advisors for Chapters. In addition, she is a Past President of the San Diego Chapter of ASTD. Maureen is originally from San Diego, and is a proud mother of three children. Maureen earned her black belt in Tang Soo Do in 2005, and she stays active in her local community by participating with her children in karate, Girls Scouts, and Boy Scouts.</p> </div>
4:30 pm	Oregon Room	<b>Conclusion</b>