



Presents

The BEST of 2011

Chapter Meeting

December 5, 2011

The Home Depot
2455 Paces Ferry Road
Atlanta, GA

Agenda

5:00 – 5:45 Networking & Photos

6:00 – 8:00 Dinner – Recognition and Awards

Welcome

Recognition

- Employee Learning Week
- Volunteer Recognition
- *BEST Award Speaker*
- Volunteer Recognition
- *BEST Award Speaker*

Awards

- Scholarship Award
- Outstanding Contribution – New Chapter Member
- Outstanding Contribution
- Organization of the Year
- SIG/GIG of Excellence
- President's Awards
- Board Presentations

Looking Ahead to 2012

8:00 – 8:30 Adjourn & Photos

About Our BEST Award Speakers



Susan Mitnick, Senior Director, Training, has over 25 years of combined sales, sales management, and sales training experience. In her current role she has built a multi-faceted training program for the company's sales force of over 700 direct sales representatives and managers, and she has overseen the development of the learning strategies for all of CBeyond's sales channels. Ms Mitnick is also responsible for the execution of the learning and development strategy for corporate-based personnel, with a heavy focus in driving CBeyond's culture to learn continuously.

Nicole Ashe serves as **Director, CBeyond University** for CBeyond. In this role, Ms Ashe uses her 17 years' professional experience as a Leader in Training and Organizational Development to move CBeyond's employees forward from a learning perspective. Her expertise in change management, continuous improvement, team building, and customer satisfaction has benefited major organizations domestically and internationally, among them Bank of America, Wachovia Bank, and Georgia Pacific.



Gary Whitney is **Vice President of Hotel Learning** at InterContinental Hotels Group (IHG). Gary has been with IHG the past 13 years in various facilitation, design, and learning leadership roles.

Cheryl Ross is **Director of Global HR Information Delivery** at IHG. She has held various operations, facilitation, learning technology, and leadership roles during her 17 years with IHG.

IHG is an international hotel company which owns, manages, leases, or franchises, through various subsidiaries, more than 4,500 hotels and over 650,000 guest rooms in over 100 countries and territories around the world. The Group owns a portfolio of well-recognized and respected hotel brands including InterContinental® Hotels & Resorts, Hotel Indigo®, Crowne Plaza® Hotels & Resorts, Holiday Inn® Hotels and Resorts, Holiday Inn Express®, Staybridge Suites®, and Candlewood Suites®, and also manages one of the world's largest hotel loyalty programs, Priority Club® Rewards, with 52 million members worldwide.

ASTD Greater Atlanta Recognition and Awards

Best Award Recognition: Established in 2003, the ASTD BEST Awards Winner's Circle includes small and large private, public, and not-for-profit organizations from around the world. Award winners show that they are BEST at **B**uilding talent, **E**nterprise-wide, **S**upported by the organization's leaders, fostering a Thorough learning culture.

ASTD Greater Atlanta recognizes and congratulates GA based recipients of this prestigious award: Cbeyond, InterContinental Hotels Group, and Morrison Management Specialists.

Scholarship Award: To honor and assist ASTD member(s) working toward greater professional development – through certified education and recognized training programs.

Outstanding Contribution – New Chapter Member: Awarded to a member who joined during the current year and made exceptional contributions of time and effort to benefit ASTD.

Outstanding Contribution: Awarded to a member for exceptional contributions to ASTD chapter projects and for being a model of active ASTD membership.

Organization of the Year: Awarded to the organization that has most supported and assisted the ASTD chapter with facilities, administrative support, and co-sponsored programs.

Special Interest Group (SIG) or Geographic Interest Group (GIG) of Excellence: Awarded to a group based upon high quality, well attended events, a sound leadership team, adherence to SIG/GIG standards while achieving high marks on the SIG/GIG scorecard.

President's Award: Presented to a chapter member who has done something extra, going well beyond what's expected, resulting in extraordinary contributions to the ASTD chapter.

Board Awards: Recognition and a token of appreciation presented to the Executive Board and Board of Directors for their leadership and service to the ASTD chapter.

Champions of Learning 2011



AGCO

Recognized for its on-going commitment to learning and for offering a special learning event during Employee Learning Week (ELW). In 2011 AGCO invested more than \$2M to develop the AGCO Global Learning Center, home of AGCO Academy and AGCO University. Additionally, more than 900 AGCO employees and dealers participated in a National Training Event in the spring of 2011. To celebrate ELW, AGCO has committed the week to a major conference for Dealer Service Managers, building momentum for continuous learning initiatives.



Alorica

Recognized for an on-going commitment to learning demonstrated through the Leadership Intern Program. This 13 week program, which includes classroom training and mentoring, was piloted with approximately 200 employees. Since then performance improvement in quality scores have increased more than 10%.



Beavex

Recognized for its celebration of Employee Learning Week. For the second year, Beavex has honored Employee Learning Week with an exciting contest to motivate employees and remind them about how important learning is.



The Board of Regents of the University System of Georgia

Recognized for its on-going commitment to learning and its recognition of Employee Learning Week. The commitment to learning is demonstrated through the Executive Leadership Institute (ELI) and the Professional Development Consortium. The ELI is a comprehensive 100-hour development program offered annually to high-potential leaders. The eight-month program includes such learning activities as assessments, peer mentoring, job shadowing, online discussion groups, and action learning projects. To date, 124 scholars have completed the program and 21% of those scholars have been promoted. The Professional Development Consortium (PDC) supports learning and professional development among its 35 colleges and universities by fostering collaboration, sharing development resources, and funding the implementation of best practices.

Champions of Learning 2011



Cabot Corporation

Recognized for demonstrating its on-going commitment to learning through a series of workshops to understand how the company's values guide day-to-day activities. By year-end nearly all of Cabot's 3,900 employees at 39 sites in 21 countries will have participated in these workshops, which were launched with messages from Cabot's President and CEO.



Centers for Disease Control and Prevention

Recognized for an on-going commitment to learning demonstrated through two workshops involving more than 700 employees. Expanding Your Work Satisfaction and Effectiveness is a one-day workshop for intact work units to develop practical work satisfaction solutions and prepare for a supervisory discussion. Taking Time to Talk is a half-day workshop that prepares managers to listen, discuss, and respond to each staff member's work satisfaction and effectiveness solution in ways that promote trust and effective communication.



Cobb County...Expect the Best!

Cobb County Government

Recognized for its celebration of Employee Learning Week with a reception recognizing those who teach in the C.O.B.B. Academy, the county's learning function that serves more than 4,000 employees. The drop-in reception is designed to recognize teachers for what they have done in preparing and delivering classes and to motivate them to continue offering excellent services.



East Alabama Medical Center (EAMC)

Recognized for its on-going commitment to learning that includes community-based education as well as internal learning and development opportunities. Not only does the staff of EAMC provide numerous learning opportunities on-site, but through a robust scholarship program EAMC actively supports students enrolled in more than 40 college-level programs in Alabama, Georgia, and Florida. Annual internal surveys guide development and implementation of programs, including on-line learning, to support development.

Champions of Learning 2011



Georgia Department of Labor, Office of Staff Development

Recognized for its efforts in providing a wide variety of classroom training programs, including courses to increase knowledge of the agency's unemployment insurance program and rehabilitation services, as well as classes to develop effective communication, management, and technology skills. Moving to implement an eLearning strategy, they have established and documented eLearning policy and procedures and selected development software and resources.



Georgia Department of Revenue

Recognized for on-going commitment to learning as exemplified by the first ever Department of Revenue (DOR) Leadership Conference. The conference was held at the Atlanta Technical College on October 26th and 27th with nearly 200 leaders from DOR in attendance. The purpose of this conference was to unite the management team under one mission and vision, and provide training and the opportunity to network with fellow managers.



Georgia Institute of Technology

Recognized for its on-going commitment to learning. Georgia Tech rolled out automated processes for procurement, travel and expenses, and time management. During the initial training period for procurement, more than 1,450 employees were trained. The Travel and Expenses system makes travel authorization and expense reports available from anywhere in the world. Training for this was largely on-line, with a supporting toolbox. The Time Out system allows exempt employees to request and report leave taken. These three initiatives reflect the institution's commitment to accountability and compliance.



Georgia (State of), State Personnel Administration

Recognized for its efforts in developing the capability of state agencies to execute strategic priorities through an Executive Leadership Development program. This initiative includes leadership development and coaching across the enterprise of state government—a 14-month program consisting of assessment, coaching, and "action learning" challenge projects. This program has dramatic results in terms of return on investment and other benefits.

Champions of Learning 2011



Georgia State University

Recognized for its on-going commitment to learning and its celebration of Employee Learning Week. New training initiatives for fall 2011 included computer training for all employees and a "bootcamp" with a focus on compliance. On December 6, they will celebrate Employee Learning Week with a presentation of certificates to those employees who have completed the following: Manager's Duty of Care, Office Professional, and the Summer and Fall Bootcamps. All participants will be provided with 2012 Learning/ Development Plans and encouraged to complete them within a given period.

The logo for Hansgrohe, consisting of the word "hansgrohe" in a white, lowercase, sans-serif font inside a green rectangular box.

hansgrohe

Hansgrohe

Recognized both for on-going commitment to learning and recognition of Employee Learning Week - For Employee Learning Week, Hansgrohe plans to create a profile of all the employees that are currently enrolled in school and post these on TV screens stationed throughout the facility. Every employee that is currently enrolled in school receives up to 100% tuition reimbursement based on approved course work and grades. This year, the company will hold a special graduation ceremony for the first time, including a catered lunch and completion certificate, which gives recognition to those who completed the ESL course.



The Home Depot

Recognized for its on-going commitment to learning as exemplified by the way the organization connects and supports associates throughout the enterprise with Distance Learning, Home Depot University (HDU), and the new learning management system. To date, distance learning has trained over 18,000 associates. Over the past 18 months, Home Depot has moved from decentralized training in 19 regions to two new platforms—HDU and Distance Learning. These initiatives enable trainers at the Store Support Center in Atlanta to connect with associates and leaders in our stores, supply chain, and merchandising execution teams and ensure a consistent message throughout the enterprise. HOU also brings leaders together for a week's immersion in the company's culture.



Insurance House

Recognized for an on-going commitment to learning, Insurance House built a baseline for service by surveying customers, internal service employees, and employees who receive service from other internal departments. This data served as the foundation for a service workshop, reinforced with strategies for managers and internal service champions.

Champions of Learning 2011



Kennesaw State University

Recognized for its on-going commitment to learning for offering Rosetta Stone language courses to faculty and staff. KSU staff and faculty may now choose from over 30 languages at the beginning through advanced levels. Rosetta Stone users may access the Rosetta Stone website to complete lessons anytime and anywhere they have Internet connectivity. While only part of the overall training and development opportunities offered for faculty and staff, Rosetta Stone has been the most requested learning tool.



Recognize for its on-going commitment to learning through its sales training program and . The program combines an intensive one-week formal training program with long-term hands-on apprenticeship-style learning. They receive a combination of classroom training, self-guided exercises, job shadowing and mentorship. In other words, we leverage all three learning styles: visual, auditory and kinesthetic. This enables employees to be productive within their first week or even their first day thanks to the format of our hands-on training program.



NASCO

Recognized for on-going commitment to learning demonstrated by developing a process for training Benefit Coders based on business metrics rather than traditional training measures. Important successes, such as streamlining the course to 4 months (down from 7), were the result of blended learning, multi-level evaluations, and a confidence survey which helped determine the need for additional practice or learning.



Pacesetter Steel Service, Inc.

Recognized for its on-going commitment to learning through a series of initiatives focusing on learning and Associate development. These include employing a "Learning Leader", establishing an LMS to manage eLearning, and launching a new performance process. Pacesetter Steel Service also offers a business development library and development courses from Dale Carnegie, and is launching Pacesetter University.

Champions of Learning 2011



Project Time & Cost, Inc.

Recognized for its on-going commitment to learning including executive sponsorship as well as learning and development opportunities within the organization. PT&C University offers all employees more than 1,100 courses, in topics ranging from management and communication to advanced engineering credentials. PT&C University assists employees and their managers in the development of Employee Individual Professional Development Plans and provides and/or supports the means and methods of accomplishing those plans. Additionally PT&C University supports the requirement that all new employees in Project Management / Cost Engineering Division be AAECI certified.



Select Merchandising Services

Recognized for offering a special learning event launched during Employee Learning Week: In-house designers at SMS have designed a training module to assist managers and supervisors in performing strategic tasks using Excel. The program has been beta tested by selected reviewing managers and will remain available indefinitely once it is launched during Employee Learning Week.



Superior Essex, Inc.

Recognized for its celebration of Employee Learning Week. Celebration plans include activities at every location throughout the United States and Canada. The week before Learning Week, the CEO will send out an email to salaried employees, acknowledging Learning Week and the company's belief and investment in learning and employee development. In each location, each HR person will plan and host learning programs.



The Technology Association of Georgia (TAG)

Recognized for an on-going commitment to learning and for its celebration of Employee Learning Week. The Technology Association of Georgia launched a Training Provider Program in 2011 that created new value for its members and the training providers. Included in the program were the first TAG Training Day (over 120 people attended), participation in the first Learning Technology Summit (accelerating the adoption of emerging technologies by training companies) and commitment from 10 training providers. The enhancements will be presented to TAG's Board of Directors and to its membership as part of its activities during Employee Learning Week.

Champions of Learning 2011



Zaxby's Franchising, Inc.

Recognized both for on-going commitment to learning and for its celebration of Employee Learning Week (ELW). Zaxby's shows a continuous commitment to best-in-class learning for franchisees which includes awareness strategies on the importance of learning and workshops for target groups. During ELW Zaxby's Corporate Offices acknowledge the contributions of the learning and development team and the OD team; among the franchisee community ELW is celebrated with special gifts for training managers and ZLC users.

ASTD Greater Atlanta 2011 Volunteers

Alexah Weaver	Eric Blumthal	Kay Rupp	Rosemarry Lynn
Amanda Smith	Frieda Sanders	Kevin Holstein	Ruby Juel Shropshire
Angela Allison-Yutz	Gary Hockwater	Kevin Riley	Ruby Shropshire
Ann Lear	Gary Lear	Larry Brambrut	Samta Chowdary
Anya Toms	Gian Muniz	Laura Nails	Sarah Gilbert
Audrey Dorsey	Gina Elke	Laura Stolfa	Shaunda Paden
Beverly Taylor	Gusanita Roberson	Ledon Lenzly	Sondra Upton
Bonnie Davis	Harry Thompson	Linda Wiley	Stacey Goldring
Brian Dickey	Jacinta Brewton	Lisa Bukavich	Steve Joachim
Carey Garback	Jan Bryant Eckert	Lynn Harrison	Steve Norman
Charlotte Hughes	Jan Mckenzie	Lynn Slavenski	Steve Quinn
Charlyne MacArthur	Janice Wicks	Margie Fuller	Susan Baker
Cheralyn Champion	Jeff Shade	Marilyn Bloom	Susan Johnson
Cheryl Ayers	Jeff Venza	Marjorie Pomper	Susan Powell
Christy Young	Jen Cason	Maureen Bedient	Sylvia Raye
Cindy Smith	Jennifer Day	Michael Torres	Teresa Maddox
Craig Goodwin	Jennifer Williams	Myra Etten	Teresa Nunn
Daniel Johnson	Jessica Peterick	Nancy Sutherland	Teresa Phillips
David Adelman	Jewel Daniels Herron	Nora Laughton	Tiffany Smith
David Gates	Jo Mitchell	Pamela Alligood	Tina Busch
David Sample	Judy Hudmon	Pamela Robinson	Tom Crawford
Dawn Gartin	Julie Betts	Patsi Turner	Toni Holland
Debra Kirtland	Karen Hague	Peggy Hutcheson	Vanessa Narcisse
Dennis Trusch	Karen Schwind	Robbin Jorgenson	Will Acosta
Diana Hathaway	Karen Sieczka	Robin McGuire	
Don Bolen	Kate Tunison	Robin Plouffe	
Doug Samuels	Kati Newburg	Roger Dodd	

Special Interest & Geographic Groups

The Heartbeat of the Chapter

Career Development Special Interest Group (SIG)

The Career Development SIG provides a series of quarterly meetings targeting current corporate career development and succession planning practices, as well as useful methods for enhancing individual development. Networking is part of each meeting's agenda.

**Charlotte Hughes, Chairperson
Career Development SIG**

The Career Development SIG 2011 highlights include:

- Managing the Greater Atlanta ASTD Career Resources Event on February 22, 2011 resulting in career coaching, resume reviews and interview preparation for twelve Chapter members.
- Securing Karen Walters, Director, Human Resources of the NFL's Atlanta Falcons for a presentation on Career Development and Succession Planning resulting in over 20 meeting participants and a strong overall evaluation rating.
- Offering The Authentic Brand YOU! Workshop resulting in participants having the opportunity to discover what their personal brand is and why it is critical to their career progression and community impact.

Corporate Training Special Interest Group (SIG)

The Corporate Training SIG is focused on the specific challenges for people in the corporate training field.

**Dawn Gartin, Chairperson
Corporate Training SIG**

Independents Networking & Collaborating Special Interest Group (SIG)

Through networking and collaborating, the INC SIG members share practical information designed to help you address the challenges and the opportunities of being an independent. Whether you own your own business or are an independent training consultant, the INC SIG will encourage you with real world solutions that will help you cultivate and promote your training business.

**Sylvia Raye & Tiffany Smith,
Chairpersons
Independents Networking &
Collaborating SIG**

Special Interest & Geographic Groups

Organization Development Special Interest Group (SIG)

The Organization Development SIG shares best practices in the areas of Organization Development, Performance Consulting, and Leadership Development.

**Doug Samuels, Chairperson
Organization Development SIG**

Sales Performance Improvement Special Interest Group (SIG)

The Sales & Marketing SIG meeting is a dynamic monthly event that brings individuals together to tackle the challenges of Sales & Marketing as it relates to today's highly competitive environment.

**Eric Blumthal & Teresa Maddox,
Chairpersons
Sales Performance Improvement SIG**

Technology Based-Learning Special Interest Group (SIG)

The Technology-based Learning SIG provides our members with knowledge and experiences using cutting edge training tools and technology while showcasing best practices in the development of web-based training.

**Jeff Venza, Chairperson
Technology-based SIG**

The Technology-based Learning SIG 2011 highlights include:

- Securing of 2 sponsors for the next fiscal year resulting in a cash flow positive organization.
- First of its time event uncovering the humanizing framework and understanding of SME's resulting in an overwhelming turnout and participation of our members.
- In-kind sponsorship by Lenny's Sub resulting in a \$0 cost for food in 2011.

Special Interest & Geographic Groups

Columbus, Georgia/Chattahoochee Valley Geographic Interest Group (GIG)

A training networking group based in Columbus, Georgia.

**Gian Muniz, Chairperson
Columbus, GIG**

Middle Georgia/Macon Geographic Interest Group (GIG)

A training networking group based in Macon, Georgia.

**Ann Lear, Chairperson
Macon, GIG**

NE Atlanta/Athens Geographic Interest Group (GIG)

A training networking group based in Athens, Georgia.

**Teresa Nunn, Chairperson
Athens, GIG**

SE Georgia/Savannah Geographic Interest Group (GIG)

A training networking group based in Savannah, Georgia.

**Angela Allison-Yutz, Chairperson
Savannah, GIG**

2011 ASTD Greater Atlanta Executive Board

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**Steve Maul
Senior Advisor**

**Mark Myette, MBA, CPLP
President**

With gratitude to the training suppliers who contributed to the Employee Learning Week project:

Association for Advancement of Cost Engineering

Carl Vinson Institute of Government – University of Georgia

Dale Carnegie Training

Emory Corporate Learning Center

Franklin-Covey

New Horizons

NTS – National Training Systems

Organizational Services Corporation

Ron Remillard & Associates

University of Georgia Carl Vinson Institute of Government

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