

THE EMERALD COAST TRAINER



The Newsletter of the
EMERALD COAST CHAPTER

August 2005

WIN – WIN PERFORMANCE STANDARDS

By Linda Bailey, Bailey Consulting

From Chapter One in "Real World Human Resource Strategies That Work", a Power Learning Book from Insight Publishing*.

In looking at our appraisal processes, the tendency to think that our employees fall into a bell-shaped curve is misleading. Most of our employees are doing the jobs we hired, trained, and are paying them to do most of the time. When inferring that they are in the middle of a bell-shaped curve, we infer they are C-grade players. With the time and effort and money we spend to hire, pay and provide benefits for our employees, we are not purposefully hiring "C" players. We are hiring "A" players. Sometimes they do more than what we want, and sometimes they do less. But we are not purposefully hiring "C" players. Ask yourself this question: "When I go to have my oil changed, how many times do I expect the oil to be put back in?" or "When I have my hair trimmed, how many times do I expect it to be done professionally, the way I want?" The answer to both questions is, of course, every time. It is not unrealistic to expect our employees to perform the job we want 100% of the time. Perfect performance is not going to occur 100% of the time, but it certainly isn't going to occur only seventy percent of the time, which is what a bell shaped curve infers.

Come to the August 9 meeting, meet Linda Bailey, network with your fellow professionals, and learn more about winning performance strategies.

*This book can be ordered from by website at www.BaileyCG.com.

**DO YOU HAVE A TECHNICAL TOUCH?
OUR WEB SITE NEEDS YOUR
CREATIVITY!!!**

Ideally, websites should be redesigned every couple of years in order to keep them fresh. Our Chapter's website, www.astd-emeraldcoast.org, is in need of a "facelift" soon, and I would love to pass the opportunity along to another Chapter member at the beginning of 2006 (or sooner, if desired).

The website was originally designed by Susan Van Buren in Macromedia Dreamweaver, and I just gave it an "eyelift" a couple of years ago because Susan's layout and design were so good. I do not have time to train someone to use Dreamweaver or Microsoft FrontPage, so knowledge of a web design program is necessary.

Once you redesign the website in coordination with VP of Communications and President-Elect Donna Miller, its maintenance will only require around an hour each month. Responsibilities include posting *The Trainer* to the site each month, keeping the events/programs calendar current, keeping the online membership list current, and posting to the job bank.

Feel free to contact me if you have questions: Diane Merkel, DDMerkel@cox.net, 850-897-4505 or call Donna Miller at 850-689-5870. Thanks!

Coming Events	Mark Your Calendars!	
Aug. 9, 2005 11:30 – 1:00	"Win-Win Performance Standards"	Linda Bailey, Bailey Consulting
Sept.13, 2005 11:30 – 1:00	"E-Training: What it is – Do's & Don'ts"	Bob Seemer, Electronic Training Solutions
Oct. 11, 2005 8:30 – 11:30	"Stop Talking and Start Communicating" ▪ 8:00 a.m. coffee & sign in ▪ half-day workshop followed by lunch	Mark Wiskup, Wiskup Communications
Nov. 8, 2005 11:30 – 1:00	"Salvaging Rather Than Firing"	Don Stringfield, Dale Carnegie Association
Dec. 13, 2005 11:30 – 1:00	Holiday Celebration – presentation of awards and officers	Dr. David Goetsch, Provost, OWC
Jan. 10, 2006 11:30 – 1:00	"Speaking Under Fire and Diffusing Verbal Criticism"	Esin Gershaw and Marty Mears, Toastmasters, FWB

To RSVP for these great presentations, e-mail Pam Walters at waltersp@owc.edu or call 729-5291.



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Chapter Website: <http://www.astd-emeraldcoast.org>
National ASTD Website: <http://www.astd.org>

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Publicize your events by sending them to Donna Miller at dmiller@co.okaloosa.fl.us.