



The Exchange

A newsletter for members of the Greater Toledo Area Chapter and Lima Satellite Chapter of the American Society for Training and Development

Volume 5 • Issue 2 • Winter 2008

DON'T MISS THE NEXT CHAPTER MEETING!
Wednesday, January 23, 2008
Brandywine Country Club
6904 Salisbury Road, Maumee, OH

**"Where are We Headed?
Perspectives on Regional Training for 2008"**

Jack Hollister
President
The Employers' Association

Jack Hollister, President of The Employers' Association, will lead the group in a discussion of local and national trends in Training and Human Resources. Using an interactive approach, Jack will describe current regional perspectives on training as well as challenging us to greater understanding of personal and professional training leadership.

About the Presenter ~ Jack Hollister is President of The Employers' Association, a non-profit corporation founded in 1950 by Toledo area employers as a membership organization to serve regional employers in their efforts to maximize performance, focusing on Human Resources and Leadership information, research, training and consulting services.

Prior to joining The Employers' Association, Jack was Executive Vice President and General Manager of Clark Fixture Technologies and Division Manager and Marketing Manager for Century Marketing, both in Bowling Green. Jack has earned Bachelor's and Master's degrees from Bowling Green State University.

Registration, Networking and Appetizers	4:00 p.m.
Announcements & Introductions	4:20 p.m.
Presentation	4:30 p.m.
Adjourn	5:30 p.m.

GTAC-ASTD Members, \$16 Full-time Students/Retirees, \$14
Non-members/guests, \$24

RSVP no later than Friday, January 18 to: Joan Pisanti
jpisanti@employersassociation.com or at 419-885-8505. Please provide your name, company name, telephone number, and email address. Also, please indicate if this is your first meeting and/or if you are a student. If applicable, please indicate any dietary restrictions.

**GTAC-ASTD
Upcoming Meetings
Mark Your Calendar Now!**

February 27, 2008
7:30 a.m.

**"Human Performance
Technology:
Say Hello To
Your New Profession"**
Robert Sullivan, Professor,
University of Toledo

March 26, 2008
4:00 p.m.

**"Career Opportunities in
Training and
Development"**

April 23, 2008
7:30 a.m.

**"Training Legalities and
Liabilities"**
Thomas A. Dixon, Esq.

May 28, 2008
4:00 p.m.
to be announced

June 18, 2008
7:30 a.m.
to be announced

CHECK OUT

www.gtac-astd.org

for
Training
And
Development
Links & Resources

Trust Creates a Successful Diversity Training Session

by Charlene Hutchinson

Trust is the foundation of a successful Diversity Training session. Especially with this training topic it is important to create a comfort level for the participants.

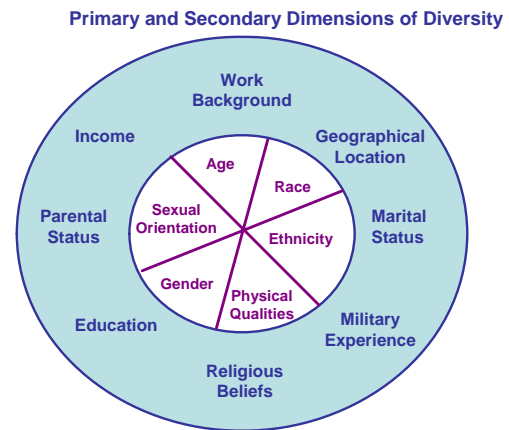
Teach only what you know; knowledge creates confidence. Confidence builds a trust between participants and the trainer. First impressions are crucial. Smile; show how glad you are to be spending time with the group. Take the time to welcome those coming into the room; do not wait to be introduced.

Participants are always full of questions at the beginning of any training. Putting them at ease is an important first step for a successful training. Once the participants feel comfortable they are open to hear the message being presented. Open with the basic questions of "who, what, when, where and why". Introduce yourself, then tell the audience who you are, what you want to discuss, when the training session will be completed and why they are there. The where is the responsibility of the training sponsor to ensure the participants understand the location of the session.

The next step to success is to set the tone of the session. Explain the code of conduct. There are several topics which may be used for the code of conduct. Listed below are a few universal ideas. The parking lot is useful when the group gets off topic. Instruct the audience that the topic will be placed onto the parking lot (flip chart) to be brought to the attention of the sponsor of the training after the session is completed. This action shows respect for the participant's idea and allows the trainer to keep on topic.

- o Maintain time, diligently
- o No Sidebar discussions
- o One Person Speaks at a Time
- o Everyone participates
- o Attack issues, not people; be open and honest
- o Anyone can call for a process check
- o Listen as an ally
- o Use the "Parking Lot"

It is important to understand the levels of management in each session. Multiple levels of management may prevent open participation with a Diversity Training. Review the fundamentals of diversity. (See the diagram below.) Once there is an understanding of the diversity, of what diversity is and isn't, the session may move forward successfully.



There are many definitions of diversity, stereotyping and prejudice. It is critical to get these topics out in the open for clear discussion. If the participants are unwilling or unable to discuss the foundation they are not ready for a diversity program or second steps in the process.

Stereotyping: Defined as a fixed, inflexible notion about a group.

Prejudice: An unreasonable bias or an opinion formed before the facts are known.

Successful Diversity Training begins with a good solid foundation of the topic and what some of the basic definitions are. For organizations to move forward with Diversity programs they must first understand what the needs are for the organization and use a Certified Diversity Trainer. Diversity trainings are usually completed in steps. Start at the beginning and set the foundation for success.

Spotlight on Chapter Members



Spotlight On Charlene Hutchinson

Charlene Hutchinson started at Heinz NA in Fremont, OH as the Continuous Improvement Manager in January 2006. In that capacity she manages both the capital and non-capital projects in the factory and is part of a leadership team responsible for ensuring that the factory meets its safety, quality, financial and environmental goals.

Charlene joined ASTD to network and learn. She moved from a generalist human resource background to managing projects and training and wants to meet people who are trainers and gain new ideas from them. She considers the range of diverse expertise in the GTAC-ASTD group to be a treasure and hopes to create both professional and personal friendships.

Spotlight On



David Hyslop

Dr. David Hyslop serves as graduate advisor and coordinator for Bowling Green State University's master's program in business education. He has held this position for several years and has served at BGSU for almost 30 years as an instructor and chair of the department. Before changing careers and going into education Dave worked for General Motors AT&T.

Since a significant part of Dave's work life involves training and development, being an ASTD member was an obvious choice. ASTD membership allows him to keep current on evolving trends in the field, associate with and share valuable conversations with other professionals and serve the membership through board involvement.

Dave finds his work as trainer/consultant energizing and rewarding. His greatest satisfaction comes when individuals or organizations with whom he works develop their effectiveness and reach their goals. These work relationships also often result in enjoyable friendships.

Beyond training and education Dave has an interest in sports and "adventure" type outdoor activities like white water rafting (Level 5 rapids, of course) in West Virginia, or mountain hiking in California or out West. He has hiked two mountains up to 12,000 feet and hopes to hike Mt. Hood over Memorial Day.

ASTD National News

Calendar of Events



Professional Development Calendar

ASTD TechKnowledge® Conference & Exposition

February 26-28, 2008
San Antonio, Texas

ASTD International Conference & Exposition

June 1-4, 2008
San Diego, California

For more information, <http://www.astd.org/>

EARN REVENUE FOR THE CHAPTER!

Support the Greater Toledo Area Chapter of the ASTD! When you renew your national membership, buy a book or register for a national conference, just use our chapter source code (CH3092), and we earn a revenue share. Type our chapter source code (CH3092) into the box at checkout. If you have a paper order form, write our chapter source code (CH3092) on it!

IT'S YOUR TURN!!

This newsletter is by GTAC-ASTD Members, for GTAC-ASTD Members. If you'd like to contribute to *Trainers' Notebook*, have a good book on training or development that you'd like to review (or have written one!), have discovered a resource you'd like to share, or have an observation related to training or development (serious or otherwise) you're willing to take credit for, contact Michelle Tambor (matambor@bex.net) or Diann Tohle (dtohle@bex.net) - we'd really appreciate your input!

Please give us your feedback on the newsletter!

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