

THE  
BPG

SEPTEMBER  
2011

\$25

JOIN THE LEAGUE OF

# SUPER TRAINERS



**BOB PIKE'S**  
**18TH ANNUAL**  
TRAINING & PERFORMANCE IMPROVEMENT  
CONFERENCE

**PRE-CONFERENCE**  
SEPTEMBER 11-13, 2011

**CONFERENCE**  
SEPTEMBER 14-16, 2011

**MINNEAPOLIS,  
MINNESOTA**

THE Bob Pike GROUP  
unlock learning → unleash performance

**AH,  
THE GOLDEN AGE OF COMIC BOOKS!  
THE DAYS WHEN SUPERMAN, BATMAN AND IRON MAN  
WERE ONLY TWO-DIMENSIONAL CHARACTERS.**

**BELIEVE IT OR NOT, COMICS HAVE BEEN RENEGADES IN A VARIETY OF SOCIAL FRONTS,  
FROM PROMOTING DIVERSITY WITH THE FIRST AFRICAN AMERICAN SUPERHERO IN 1966  
TO PROVIDING A PERHAPS CONTROVERSIAL WAY OF HELPING ELEMENTARY STUDENTS  
AND ENGLISH LANGUAGE LEARNERS LEARN TO READ BETTER.**

**WHILE THEY WEREN'T CREATED FOR SUCH, COMIC BOOKS HAVE ALSO DONE WHAT WE AS PERFORMANCE  
CONSULTANTS STRIVE FOR: TO GET RESULTS IN SOMEWHAT UNCONVENTIONAL WAYS.**

**ARE WE AS PERFORMANCE CONSULTANTS SO DIFFERENT FROM THE COMIC BOOK SUPER HEROES? WE'RE DEDICATED  
TO PROTECTING THE PUBLIC FROM BOREDOM AND GUARDING OUR CLASSROOM FLOCK FROM CRUEL AND UNUSUAL  
THREATS AGAINST HUMANITY IN THE FORM OF LECTURE, DARK ROOMS AND MISUSED POWERPOINT.**

**WE HAVE A FULL GALLERY OF TRAINING ROGUES: IGNORANCE, PRISONERS, MANAGERIAL NAY-SAYERS,  
SHRINKING BUDGETS. TRAINERS WITH A PASSION FOR THEIR INDUSTRY POSSESS A STRONG MORAL CODE, INCLUDING  
A WILLINGNESS TO RISK THEIR OWN STATUS QUO IN THE SERVICE OF GOOD WITHOUT EXPECTATION OF REWARD.  
AND, AS TRAINERS, WE CAN USE OUR EXTRAORDINARY ABILITIES TO IMBUE OUR LEARNERS WITH NEW  
RESOURCES, RELEVANT SKILLS AND THE KNOWLEDGE TO MAKE THEIR OWN LIVES BETTER WHILE THEY  
POSITIVELY IMPACT THE LIVES AND WORK ENVIRONMENTS AROUND THEM.**

**PERHAPS YOU THINK THIS YEAR'S THEME FOR OUR 18TH ANNUAL TRAINING AND  
PERFORMANCE IMPROVEMENT CONFERENCE TOO JUVENILE FOR YOU. I ASK YOU TO WITHHOLD JUDGMENT.  
SOMETIMES A LOT CAN BE LEARNED FROM LOOKING AT SOMETHING—SUCH AS OUR INDUSTRY, OUR JOBS,  
OUR APPROACH TO TRAINING—FROM A DIFFERENT ANGLE. THE GENRE OF SUPER HEROES IS RIFE  
WITH COMPARISON - AND PARODY - FOR YOUR LEARNING ENTERTAINMENT.**

*Bob Pike*

**THE Bob Pike GROUP**  
unlock learning → unleash performance



# LEAP TALL TRAINING ORDERS IN A SINGLE BOUND

BOB PIKE'S 18TH ANNUAL TRAINING AND PERFORMANCE IMPROVEMENT CONFERENCE  
SEPTEMBER 11-16, 2011 IN MINNEAPOLIS MN

**D**on't you wish you were able to leap tall training orders in a single bound? Or actually have an "easy" button that could design niche training with a simple way to do ROI and have perfect execution?

Perhaps you weren't born with the supernatural abilities to teleport people to training nirvana or reverse the effects of poor training. But we have, in the persons of Batman, Iron Man and Green Lantern, the idea that, when given the right tools, we can accomplish a greater good without x-ray vision, the ability to control nature, or a very flexible anatomy.

Participant-centered training – training where learners are interacting with the material often and not just listening – is one of these tools which has shown increased material retention, increased enthusiasm for the material and decreased stress for both the learners and trainers. While this may not save the world, it certainly is a positive step for making the world a higher-functioning and enjoyable place, especially from 8-5.

Attending this year's conference will reinforce material you may have gleaned in the past from our workshops like the 90/20/8 rule, EAT, CORE, BAR and ACT in our most popular concurrent sessions. It also will provide you with tips for delivering training cross-culturally, preparing for and facilitating training for reluctant participants, creating effective training on a shoestring budget, mentoring and coaching for success, and more in new sessions that will only be offered at the conference.

If you have never attended a workshop by The Bob Pike Group, come to our conference and experience the "super-power" of an amazing alternative to lecture-based training. Regardless of the delivery platform – classroom, elearning, or videoconferencing – the tips we model are proven to increase retention and lessen the stress in attending training. At this year's conference, we are offering 34 different sessions, four certificate programs in Delivery, Design, Virtual Training and Facilitation. This conference also gives you an intimate opportunity to network with Bob Pike Group training consultants outside of the classroom, a valuable opportunity no other conference offers.

## WHO SHOULD ATTEND?

Everyone in the training function from new trainers to high-level learning managers. We don't just teach techniques, we model them for you.

## WHY THIS CONFERENCE?

Bob Pike is the pioneer of the participant-centered training method. More than 125,000 people have gone through his Creative Training Techniques® Boot Camp and more than 200,000 copies of his *Creative Training Techniques Handbook* have been sold. There simply is no one in the training industry as well known and respected as Bob Pike. The Bob Pike Group trainers take those same methods and passion for learning and funnel them into interactive sessions in any training platform or mentoring format.



**"I HAVE ENJOYED AND USED EVERY CONFERENCE I HAVE ATTENDED! THANKS FOR CARING AND HELPING US TO BE SUCCESSFUL." (BOBBI HAS ATTENDED THE LAST 6 CONFERENCES)  
BOBBI BRAUN, MALT-O-MEAL COMPANY**

**TO REGISTER  
OR FOR MORE INFORMATION,  
VISIT [BOBPIKEGROUP.COM/FALL](http://BOBPIKEGROUP.COM/FALL)  
OR CALL (800) 383-9210**

## CERTIFICATE PROGRAMS

Increase your credibility or even jumpstart your career by completing one of four certificate tracks. Each track is carefully planned to give you a competitive advantage in your professional growth by achieving excellence in each of these designated areas.



Bob designed this program utilizing his vast experience mentoring and coaching new trainers. It is the foundation Bob uses to handpick his own top-notch trainers.

For more information contact us at (800) 383-9210 or download the application at [BobPikeGroup.com/CertificateProgram](http://BobPikeGroup.com/CertificateProgram) and fax it to (952) 829-0260.

## PIKE'S PEAK AWARDS

Do you know someone who has accomplished dramatic results with their training in the past two years? Give them the recognition they deserve. Nominate them for a Pike's Peak Performance Award! The Pike's Peak Award formally recognizes learning leaders and/or their organization for implementation of participant-centered training that has positively impacted performance. Winners receive a free conference registration. For more information or to nominate a candidate, go to [www.BobPikeGroup.com](http://www.BobPikeGroup.com) and click on Pike's Peak Awards on the left side of our homepage.

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# PRE-CONFERENCE WORKSHOPS

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**SUNDAY – TUESDAY, SEPTEMBER 11-13, 2011**

## INSTRUCTIONAL DESIGN FOR PARTICIPANT-CENTERED TRAINING\*

PRISCILLA SHUMWAY

Kickstart your next project using The Bob Pike Group's field tested, repeatable design process. Apply the eight step design process to create a training course from nothing or enhance an existing program. Deepen your knowledge of needs assessment, designing with the end in mind, and keeping the learner at the forefront of every project. Adapt, adopt and apply this proven design process during this workshop which empowers you to repeat and create instructor-led, participant-centered courses immediately.

This workshop:

- Streamlines design and allows for faster implementation with remarkable results
- Helps you uncover perceived and real needs
- Shows you how to create courses that are consistent and easily followed
- Allows for participant interaction and design process practice
- Gives you course materials that provide valuable checklists, samples, glossaries, surveys, assessment examples, job aids and references related to design

(\*Class will begin at Noon on Sunday, Sept. 11.)

## PRESENTATION SKILLS FOR PROFESSIONALS\*

SCOTT ENEBO

Are you transitioning from subject matter expert to trainer? Feel like you've gotten thrown into the deep-end? Use this knowledge to control the butterflies, communicate more effectively and improve your training results. You will also have the opportunity to practice what you've learned and take away a DVD of you adapting, adopting and applying participant-centered strategies.

You will walk away with

- 15 pitfalls new presenters/trainers could avoid if they only knew
- Multiple approaches to propel your presentation with effective PowerPoint®
- Facts about body language, voice projection and gestures many masters don't even practice
- Superior questioning techniques
- 10 tools that grab, ignite and keep the learner engaged
- Checklists to help you write objectives, assess performance and organize your material
- Methods to gauge learner comprehension

(\*Class will begin at Noon on Sunday, Sept. 11.)

**MONDAY – TUESDAY, SEPTEMBER 12-13, 2011**

## TRAIN-THE-TRAINER BOOT CAMP

BOB PIKE, CSP, CPAE

Transform your training with learning skills that separate the extraordinary from the mediocre. Spend two action-packed days at Bob Pike's Train-the-Trainer Boot Camp learning how to:

- Create powerful new openings for your training
- Cut your preparation time by 50 percent
- Use an eight-step process to transform your current courses into high impact learner-centered courses
- Apply the latest adult learning theories to your design and delivery
- Accelerate learning in special situations such as computer training and technical training
- Create powerful new ways to demonstrate the results of your training.

This is a workshop that:

- Illuminates the importance of effective opening and closing activities for increased effectiveness
- Shares techniques to create and manage an effective training environment
- Models Instructor-Led, Participant-Centered training
- Presents proven strategies to transform current training programs to include participant-centered techniques

Use these techniques to get better results from your training and more enthusiasm from your participants.

**"THE ENERGY AND  
ATMOSPHERE OF THE  
CONFERENCE WAS SO  
AWESOME AND CONTAGIOUS!  
I CANNOT WAIT FOR 2011.  
THE ENTIRE STAFF WAS  
WONDERFUL!"  
ELIZABETH HOWE  
NORFOLK NAVAL  
SHIPYARD**

## VIRTUAL TRAINING: AN INTRODUCTION TO ELEARNING AND WEBINARS

BECKY PIKE PLUTH

Super trainers, much like super-moms, can leap tall training problems and solve training disasters in single bounds. Alas, most trainers only have 24 hours and don't have time to put out the many "fires" put on their plates. So attend this course to save you a lot of time, money and hassle on learning the ins and outs of implementing virtual training. Then implement what you've learned to save even more time and money by using technology to train effectively long-distance. Jump that elearning hurdle in a single workshop!

During this pre-conference session, you will experience and learn best practices in real-time online teaching through elearning and webinars. The session will cover:

- elearning terminology, tools, technology, and best practices
- Reasons you cannot just move classroom-based training into an online environment
- Techniques you can use online that increases interaction and retention
- What questions to ask when beginning online learning development

You will also discover four techniques for delivering interactive webinars that will make the driest material come to life on the screen and over the phone and learn what participants should be doing before, during and after the session to get the most out of their session and reduce challenges.

## COACHING FOR SUCCESS

RICH MEISS

Coaching is a core competency in today's high performing workplace, yet most supervisors and managers have had little or no training in effective coaching. This workshop will help your supervisors and managers learn the strategies and skills to deal with tough people issues.

The resulting benefits for your organization will be enhanced communication, reduced conflict, quicker problem resolution, and encouraged employees, all leading to better performance and higher productivity.

- The Coach as Confidant: Learn to build trust and practice asking questions to reach the core issues.
- The Coach as Cheerleader: Learn from video and discussion exercises how to coach great work and good behavior.
- The Coach as Trusted Friend: Learn to deal with sensitive issues that are only appropriate for a trusted friend to address.
- The Coach as Facilitator: Learn to facilitate a conflict situation between two co-workers.
- The Coach as Final Authority: Learn to identify and resolve situations in which the employee is heading down a dead-end path.

Discover a proven and practical approach to helping your managers develop the awareness, comfort level and skills needed to coach effectively and with confidence.

**TUESDAY, SEPTEMBER 13, 2011**

## CAPTURE THE CONTENT

DOUG MCCALLUM

The most familiar instructional systems design (ISD) model is ADDIE – Assess, Design, Develop, Implement, and Evaluate. The model provides the "what," but often ISD course are short on the "How" – especially in the Develop segment. This session is a practical application of the "Creative Training Techniques" principles that Bob Pike has been using in his work with clients since 1969.

You'll experience the EDA model in a powerful way. First you will Experience a particular method for "Capturing the Content" – for example, Case Studies. Next we will help you Deconstruct the method so that you understand why the particular activity worked and exactly how it was designed. Finally, after experiencing three methods and deconstructing them you'll choose one to Apply in class to your own content.

This workshop will cover:

- What it really means to have your participants "Capture the Content"
- What the CPR, C.O.R.E., and 90/20/8 models are and why they're critical to helping participants "capture the content"!
- 7 Steps to Creating Powerful Projects, Case Studies, and Role Plays
- How to experience and deconstruct 12 powerful content frames – including Projects, Case Studies, and Role Plays
- How to make props and object lessons powerful tools for full engagement by learners
- How to use energizers to teach and revisit key content



VIRTUAL

DELIVERY

DESIGN

FACILITATION



# CONCURRENT SESSIONS

TO REGISTER  
OR FOR MORE INFORMATION.  
VISIT [BOBPIKEGROUP.COM/FALL](http://BOBPIKEGROUP.COM/FALL)  
OR CALL (800) 383-9210

TUESDAY, SEPTEMBER 13, 2011

4:30-6:30 P.M.

## NETWORKING RECEPTION

Join Bob Pike and his consultants for an informal time to mix and mingle with other conference attendees and presenters.

WEDNESDAY, SEPTEMBER 14, 2011

8:30-10:00 A.M.

## IT'S A BIRD, IT'S A PLANE, IT'S SUPERTRAINER!!

BOB PIKE

What does it take to be a Supertrainer? Do you have to be able to leap tall buildings in a single bound? Do you have to be more powerful than a speeding locomotive? Or do you have to be faster than a speeding bullet? The answer is no – but to be a Supertrainer you do need some of the characteristics that Superman had – one of which was a strong moral compass. Being a Supertrainer is about adding value and making a difference. It is about understanding that training is a process not an event. In this opening session you'll explore the legend of Supertrainer – and develop your own plan for the conference to develop your own Supertrainer qualities, characteristics, and skills. It's a bird! It's a plane! No, it's Supertrainer!

10:30 A.M.-12:00 P.M.

## #101 USING VIDEO IN SYNCHRONOUS TRAINING

BECKY PIKE PLUTH

Imagine teaching a lesson on customer service soft skills and using live video feed to demonstrate key elements that summarize the concepts. Because frames in a video change every 1/24th of a second, this medium can increase interactivity, engagement and content interest with the click of a link. This session will dive into how-to tips for using pre-made video clips and live video feed (web cams) strategically.

## #102 "WHY?"

DOUG MCCALLUM

Like every curious four-year-old, have you asked "Why" does The Bob Pike Group use certain techniques and "Why" do those techniques work? Doug will go in-depth on 25 powerful techniques to show you the "Why" everyone ought to adapt, adopt and apply these techniques.

## #103 TRAINING ACROSS CULTURES: SAY WHAT?

PRISCILLA SHUMWAY

Our cultures shape our expectations, including training events. To ensure training effectiveness, trainers need to understand how cultural differences may affect the expectations of their audiences. Though cultures vary in a number of ways, there are four critical dimensions that help us to plan for training techniques that will honor all learners.

## #104 TRANSFORMING MANAGERS INTO COACHES

RICH MEISS

Where would Bruce Wayne have been without Alfred? Good coaching is one of the most effective ways to enhance organizational results. However, most managers today do not coach effectively. This session stresses the importance of coaching while showing the costs of not coaching. You will experience the value of three of the five coaching roles – cheerleader, confidant, and corrector – and help managers learn how to reinforce good performance, redirect poor performance, and realize the power of helping their people discover their own solutions.

12:00-1:15 P.M.

## LUNCH AND PIKE'S PEAK AWARDS (INCLUDED IN YOUR REGISTRATION FEE)

1:30-3:00 P.M.

## #105 SUPER TRICKS FOR SUPER TRAINERS

DOUG MCCALLUM

Like the Shadow, create an illusion that makes a statement! In this session, each participant will learn five magic tricks and be able to perform them with ease by the end of the session. All magic props necessary will be made, and all tricks will be demonstrated and practiced during this session.

"THE CONFERENCE IS A GREAT OPPORTUNITY TO NETWORK, GET NEW IDEAS AND FRESHEN UP. BONUS – WE ARE ALL MADE TO FEEL VERY SPECIAL AND CARED FOR. I LOVE IT!"  
CAROLYN SMITHRUD  
EVERGREEN INTERNATIONAL AVIATION

## #106 FOUR KEYS TO MOTIVATING RELUCTANT LEARNERS

ADRIANNE ROGGENBUCK

Are you facing a training room devoid of motivation? Experience how to create a motivating environment through ARCS: Attention, Relevance, Confidence, and Satisfaction. You will be able to replicate these in your classroom and will come away with at least 10 practical ideas you can use immediately!

## #107 MAKING LEARNING ACCESSIBLE

SCOTT ENEBO

As trainers, our goal is to reach each and every learner with effective content in order to get positive results for our organizations. To do this, we often consider learning styles and preferences of the learners in our room, but we do not always think about learners with visible or hidden disabilities. In this session, we will not only better define what it means to make learning accessible, but we will also recognize disabilities that we may encounter in the class. Identify strategies that we can use to make our designs more accessible to all learners and apply this learning to your own content.

## #108 LET'S E-A-T

JANICE HORNE

Tired of pure lecture and theory in your training sessions? Want to make your training more memorable? In this session we turn things around by practicing what we EAT. Explore different delivery models (E-A-T; E-T-A; T-E-A) and when to use each. Practice creating an "experience" to emphasize the content's gist.

3:30-5:00 P.M.

## #109 THOUGHTS FROM THE TRAINER'S TRAINER

BOB PIKE

In this session, Bob will answer the five top questions he's been asked in the past year – along with five that have been asked by participants in the conference. Included will be: What are the current trends in training – and are they trends or fads? What are the three things I need to become more effective as a training professional? How can I more fully engage managers in supporting the training their employees receive – and why is this important? Superman has his kryptonite – what's kryptonite to those of us in the training field? What are the top 10 books you'd recommend for every trainer's library? And more!

## #110 NO PREP, NO PROP

PRISCILLA SHUMWAY

Ever been faced with a monumental task for training or presenting with no time to prepare or no budget for props? This session is for you. Experience six interactive learning activities (ILAs), practice delivering no prep/no prop ILAs, and explore the eight steps to phenomenal ILA facilitation.

## #111 FACILITATING LEARNING WITH "STAR POWER" GUEST FACULTY

RICH MEISS

Whether you work in healthcare, financial, engineering or other technical fields, subject matter "star power" expertise can help you deliver what the professional learner is after. How do you stay true to the Participant-Centered/Instructor-Led Model when someone else is delivering the message? Join us to explore how to set expectations without stepping on toes, create learning outcomes without death by PowerPoint®, and focus guest "star faculty" on the learner, not just their personal expertise.

## #112 OBJECT LESSONS FOR VIRTUAL TRAINING

BECKY PIKE PLUTH

Got a flag? Got a rubber band? Got a virtual session that could put a group of learners to sleep? Have no fear, Super "Aha" some object lessons are here. Discover how to take dry concepts and create physical metaphors that engage virtual learners. Experience five examples and examine an easy and practical process for implementing your own.



**6:00-10:00 P.M.**

**EVENING OF CREATIVITY**

Join us for a relaxing evening of food and of entertainment and magical fun with something for everyone. Dinner is included.



**THURSDAY – SEPTEMBER 15, 2011**

**7:00-8:15 A.M.**

**#201**

**FAITH AT WORK**

**BOB PIKE**

Ken Blanchard has said, "The world is desperately in need of a new leadership role model – leaders who will serve instead of expecting to be served." Bob will share the importance of a personal faith walk – and how these beliefs influence him in the workplace. Does EGO stand for "Edging God Out" or "Exalting God Only"? How does fear and pride keep us from being willing to live out our faith in a time when people are looking for answers? Why is Jesus the greatest leadership role model of all time? Join Bob for a thought provoking spiritual odyssey.

**8:30 A.M.-12:00 P.M.**

**#202**

**FRAME THE PUZZLE "USING STORYBOARDING TO HELP DESIGN TRAINING" – 3 HOUR SESSION**

**JANICE HORNE**

Effective training design begins with analyzing gaps in business results, determining if training is the solution (or part of the solution), and if so, then designing learning solutions that will close the gaps. This session will model a proven process that engages key management personnel in the front end of training, therefore getting their ownership and commitment. Learn a modified form of Walt Disney's "Storyboarding" technique that we've used successfully with many Bob Pike Group clients.

**8:30-10:00 A.M.**

**#203**

**OPENERS FOR MULTIDAY TRAININGS**

**DOUG MCCALLUM**

If you do extended training sessions (one to six weeks), this workshop is specifically designed to help you open each session with impact without you re-creating the training wheel. Each participant will learn five openers you can do in long training sessions. All techniques will be demonstrated by the participants during the 90-minute session.

**#204**

**DIVERSITY OF THINKING STYLES**

**PRISCILLA SHUMWAY**

Have you ever wondered why: Some groups work well together and others don't? Some people are easier to communicate with than others? Many of the answers to questions like these are connected to people's thinking style preferences. Using the fun

and highly interactive card game Diversity, participants will actively experience their thinking style preferences and those of the group. They will also examine and discuss the implications in the training environment.

**#205**

**TOOLS SHOWCASE FOR VIRTUAL LEARNING**

**SCOTT ENEBO**

Technology is changing by nanosecond so keeping up with the changes can be difficult. And, even if we know what the tools are, figuring out how to effectively leverage them for training can still present a challenge. We've done the research for you. Come join us as we uncover and use exciting new tools to engage learners in both the traditional classroom as well as the virtual learning environment. \*Bring your laptop

**10:30 A.M.-12:00 P.M.**

**#206**

**WEBINARS THAT WORK PREVIEW SESSION**

**ADRIANNE ROGGENBUCK**

Zap! Bif! Pow! It's time to put WOW into your webinar! Discover or rediscover techniques that will make the driest material come to life on the screen and over the phone. This is a crash course in designing creative webinars and increasing retention and, ultimately, learning transfer. In this session, we will explore four techniques for delivering interactive webinars to as many as 1,000 people at a time and examine what you need to be doing before, during and after the training to reduce challenges and get the most out of the session.

**#207**

**THE MYTHS AND TRUTHS OF EVALUATION AND ROI**

**SCOTT ENEBO**

Wouldn't it be great to use your super psychic powers to know who is measuring what in the training room, why they are measuring some things but not others, and to what level their measurements go? Share your mysteries and dispel the myths in this highly participative session. Find how to turn Kirkpatrick's four levels of evaluation upside down, explore the eight most common mistakes of evaluation, and experience the four levels of evaluation in action.



**#208**

**THE AWESOME POWER OF THE LISTENING EAR**

**BOB PIKE**

When's the last time you had 15 free minutes and said to yourself, "I wish I had someone to listen to?" No one is running around looking for a good talker. Most of us would like someone to listen to us! Listening is a critical life skill that is hardly ever taught; however, it is perhaps one of the most dynamic, powerful and relationship-building skills we have at our disposal.

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**12:00-1:15 P.M.**

**LUNCH**

**(INCLUDED IN YOUR REGISTRATION FEE)**

**1:30-3:00 P.M.**

**#209**

**ELEARNING CONVERSION: CHOICES AND TRADE-OFFS**

**BECKY PIKE PLUTH**

Mission: Convert existing classroom course material to an online format. Impossible? Think first, buy second. If you're just moving into elearning, don't take traditional classroom material and move it directly into the online medium; that strategy is likely to fail. This session provides you with a real-time makeover which will convert classroom content into an elearning module. We also will look at APIXEL Metamorphosis as a tool for authoring elearning rapidly.

**"THE BOB PIKE GROUP'S ANNUAL CONFERENCE EXCEEDED ALL MY EXPECTATIONS – AND WE HAVE INVITED A TRAINER TO COME TO OUR ORGANIZATION BASED ON HIS EXCELLENCE."**

**CYNTHIA BARNARD  
NH NATIONAL  
GUARD**

**#210**

**THE MISSING LINK IN TRAINING + PERFORMANCE IMPROVEMENT**

**BOB PIKE**

All of us want our training to have impact - yet virtually all train the trainer and instructional design processes ignore a critical "missing" link. In this fast-paced, content-rich session, unearth the missing link (and say to yourself, "Of course!!") and explore 11 ways to make this link "come alive" in your training sessions.

**#211**

**FACILITATING EXCELLENT MEETINGS**

**RICH MEISS**

Unproductive meetings cost organizations thousands of hours each week. This session will focus on what types of meetings matter, how often to meet and who should attend. Walk away with a checklist of what to do before, during and after a meeting and at least 17 facilitation tips to make your meetings more engaging and memorable.

**#212**

**FLIP CHART ART ANYONE CAN DRAW**

**ADRIANNE ROGGENBUCK**

Do your flipcharts lack personality and pizzazz? Become your own graffiti superhero! By adding simple graphics, you can take your chart from drab to fab while increasing your learners' attention and retention. Practice basic graphic design techniques in a fun and relaxed atmosphere to create a poster for your next presentation. Anyone can draw!



**3:30-5:00 P.M.**

**#213 NEW**

**MENTORING FOR SUCCESS**

**RICH MEISS**

"I taught him all I know" isn't something you hear too often anymore. A growing concern in organizations today is the loss of brain power because of the retirement of skilled and long-tenured employees. How can this brain power be transferred to new employees? Many successful organizations today have instituted mentoring programs to help bridge this knowledge gap. This mentoring preview will help you discover if, when, how and why to institute a mentoring program, and for whom it is most effective.

**#214 NEW**

**A MINUTE TO WIN IT!**

**DOUG MCCALLUM**

With only a timer and a few inexpensive items, you can create fun and meaningful training challenges and games. In this session, you'll have time to not only do each challenge, you'll also brainstorm how you can use apply each activity immediately in your training. See how minimal setup and investment can create maximum fun.

**#215 NEW**

**PARTICIPANT-CENTERED MAKEOVER - REDESIGN APPLICATION**

**SCOTT ENEBO**

Do you have content that is in serious need of a participant-centered makeover? Perhaps you are full of great ideas but unsure how to implement them. If this sounds like you, bring your content and join us as we give you a head start on redesigning your material to include proven participant-centered strategies. Scott will be on hand to not only share templates, tips, and techniques, but also serve as a sounding board for new ideas.



**#216 NEW**

**THE VACATIONER, THE PRISONER, THE LEARNER: OH MY! DEALING WITH DIFFICULT PARTICIPANTS**

**PRISCILLA SHUMWAY**

Have you ever wondered what to do about the people who arrive late, text during class, make critical comments, ask arcane questions or refuse to participate? The behavior of one person reflects on the others and can derail your class. Learn how Participant-Centered instruction can minimize these behaviors and create a positive and exciting program. Learn specific and strategic coping strategies to make all participants learners.

**FRIDAY - SEPTEMBER 16, 2011**

**8:30-10:00 A.M.**

**#301 NEW**

**TRAINING ON A SHOESTRING**

**JANICE HORNE**

Unless you're Bruce Wayne or Tony Stark, you probably don't have the world's largest budget for training research and execution. In this session, you will explore ways to engage an audience through openers, closers, and revisiting techniques. Come experience 11 different techniques using only a deck of cards, a pack of toothpicks, a Koosh® ball, and one piece of poster paper.

**#302 NEW**

**MOVIES, PODCASTS + TELECONFERENCEING HOW-TO'S**

**BOB PIKE**

There are more types of media than ever before that can be leveraged to help people learn both in the traditional classroom and outside it. This session will reveal Bob's "Superfortress of Training Media and Technology." You'll experience various media methods that can be used, receive a glossary that explains the jargon, and see how videos and podcasts can be produced quickly and inexpensively.

**#303 NEW**

**MOTIVATION TO BUILD AN ARCS TRAINING**

**ADRIANNE ROGGENBUCK**

The ARCS Model of Motivation highlights four specific areas of what motivates us to learn. We'll take that model up a step and show you how to design sessions using that motivation information. This session is designed to build on the Four Keys to Motivating Reluctant Learners session.

**#304 NEW**

**GAMES AND CONTESTS**

**SCOTT ENEBO**

Who wants to be a millionaire? Come explore the power of games and contests in motivating learners while also encouraging an active and fun learning environment. In this session we will: Describe the benefits of using games and contests in training. Examine nine steps to facilitating activities. Apply game and competition strategies to both virtual and classroom content.

**10:30 A.M.-12:00 P.M.**

**CLOSING SESSION NEW**

**BECKY PIKE PLUTH**

This closing session will help to synthesize the learning from the past two days as well as give you a host of new immediately-applicable techniques and activities from other sessions you didn't attend. Got questions? Get answers and a lot of other great takeaways. Make your action plan come to life during this closing finale.



**"THIS CONFERENCE REVITALIZED MY EXCITEMENT TO TRAIN. I GAINED GREAT IDEAS THAT I PLAN TO INCORPORATE IMMEDIATELY. THANK YOU - AND MY PARTICIPANTS THANK YOU TOO!"**

**DARLA TESLOW  
WESTWOOD COMMUNITY CHURCH**

**REGISTRATION INFORMATION**

**CONFERENCE REGISTRATION INCLUDES**

- Access to all Conference handouts
- Your choice of 34 sessions
- First-hand review of Bob Pike endorsed materials
- Continental breakfast each day
- Networking Reception Tuesday
- Lunch on Wednesday and Thursday
- Wednesday evening dinner and entertainment

**REGISTRATION CANCELLATION POLICY**

There is a \$200 administration fee charged to all cancellations. Registrations cancelled after August 12, 2011, are subject to the full fee. A company may substitute one person for another. All substitutions or cancellations must be in writing. The Bob Pike Group reserves the right to make subsequent cancellations or changes and should it do so, its liability is limited to the return of the enrollment fee.

**CONFERENCE HOTEL**

Located just 10 minutes from Minneapolis/St. Paul International Airport and the Mall of America, the Sheraton Bloomington Hotel, Minneapolis South will host this year's conference. The hotel has a full range of amenities. They also offer a free shuttle to and from the Airport and the Mall of America.

The hotel is offering a reduced rate of \$137 per night for guest rooms through August 17, 2011 or until the room block fills, whichever comes first. To receive this discount, ask for The Bob Pike Group block of rooms when making your reservation.

Sheraton Bloomington Hotel,  
Minneapolis South  
7800 Normandale Blvd.  
Bloomington, Minnesota 55439  
(952) 835-7800, or toll free 866-837-4278

**FOUR EASY WAYS TO REGISTER**

- Web: Register online [www.BobPikeGroup.com](http://www.BobPikeGroup.com)
- Fax: Download a copy of the registration form at [www.BobPikeGroup.com/Fall](http://www.BobPikeGroup.com/Fall) and fax to 952-829-0260
- Phone: (800) 383-9210
- Mail: Download a copy of the registration form at [www.BobPikeGroup.com/Fall](http://www.BobPikeGroup.com/Fall) and mail it to:

**The Bob Pike Group**  
14530 Martin Drive  
Eden Prairie, MN 55344

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	Without conference registration	With conference registration
<b>PRE-CONFERENCE WORKSHOPS - SEPTEMBER 11-13, 2011</b>		
Instructional Design for Participant-Centered Training	\$1,695	\$1,395
Presentation Skills for Professionals	\$1,595	\$1,295
<b>PRE-CONFERENCE WORKSHOPS - SEPTEMBER 12-13, 2011</b>		
Train-the-Trainer Boot Camp	\$1,395	\$1,195
Virtual Training	\$1,495	\$1,295
Coaching for Success	\$1,395	\$1,195
<b>PRE-CONFERENCE WORKSHOPS - SEPTEMBER 13, 2011</b>		
Capture the Content	\$695	\$595
<b>CONFERENCE REGISTRATION - SEPTEMBER 14-16, 2011</b>		
Paid before 5/1/11		\$1,395
Paid after 5/1/11		\$1,595



**THE BOB PIKE GROUP  
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# **BOB PIKE'S 18TH ANNUAL**

**TRAINING & PERFORMANCE IMPROVEMENT CONFERENCE**

**PRE-CONFERENCE** SEPTEMBER 11-13, 2011

**CONFERENCE** SEPTEMBER 14-16, 2011

**MINNEAPOLIS, MINNESOTA**

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