ISPI EMEA
The Performance Systems Network, Inc.

18th ISPI EMEA Conference

September 26-28, 2019
Skopje, N. Macedonia

Call for Proposals

ISPI EMEA 2019 Conference Theme
Innovate and Improve Work Results:
Trends and Opportunities Across All Sectors

You are invited to submit a proposal to present

A unique, highly interactive conference, with a track record of high value, and an open exchange of knowledge, experience, and innovative ideas in the field of human and organizational performance

Due date for proposal submissions: **May 15, 2019**

What is unique about the ISPI EMEA Conference?

Most conferences provide value by assembling speakers who share their wisdom and insights against an interesting unifying theme. We at ISPI EMEA feel that we have a way to make our conference deliver significantly more value to both presenters and participants. Our conferences have always aimed to be smaller in size but much greater in level of participation and interactivity, than typical conferences.

As in previous years, the Skopje conference will be organized around an opportunity for participants to be immersed in a unique live teamwork experience we call *Open Assist*. This important centerpiece, which runs throughout our conference, provides an exciting opportunity for teams of participants to engage directly with senior management representing a real organization (client). The objective for the teams is to respond to the organization's (client's) Request for Proposals (RFP) to outline an approach for resolving a current problem the organization is facing and/or to identify and take advantage of opportunities to perform and produce "even better" results.

> *To be honest, I first thought "How different could a conference be?" However, from the beginning of the conference I started to realize that it was no ordinary event and there was so much to learn, participate in and enjoy. ISPI EMEA 2015 has been* ***one of the greatest events that I have attended.*** *(2015, Istanbul, Turkey)*

Through the *Open Assist* process the client organization receives real value for their participation, as measured by their immediate feedback at the end of the process and also, importantly, one year later. Participant teams gain valuable knowledge and actual experience, working on a diverse multinational team, as they interact directly with, present to and get feedback from a senior management team, all in a "safe," supportive, constructive environment of learning, sharing and enriching each participant's experience and ability to grow their professional network.

We expect all sessions selected for presentation to provide participants with practical, valuable insight and tools in alignment with the conference theme.

Skopje, an exciting location

Visiting Skopje is another great reason to join us for the 18th ISPI EMEA Conference. Find out why by clicking on the link, About The City in the TRAVEL INFO section of our website. Learn more about Skopje, its history, cultural heritage, cuisine, hospitality and much more.   Please go to www.ispi-emea.org and click on TRAVEL INFO at the top of the page to reveal a menu (See below) of travel related pages.

Invitation to come and join us

Whether you choose to share your experiences in a formal way by being a presenter or if you prefer to come to learn, share, and contribute on a personal level, we encourage you to take advantage of this opportunity. All sessions within the conference in Skopje will be carefully designed to:

- Reinforce the exchange within our international network about how to optimize performance for individuals, teams, and organizations.

- Facilitate meeting new business colleagues and professional partners in the fields of human performance improvement, human resources, organizational development, training and learning, public policy, and business administration.

- Prepare all of us for the challenges that lie ahead for creating healthy, prosperous organizations and communities.

> *I make the choice to come to this conference every year. The most successful thing about this conference is that you get to meet smart people, spend time with them, talk about their expertise, learn from them in **an atmosphere that is totally open and totally sharing.*** (2011, Skopje, Macedonia)

Presenter Agreement

If you are selected to present at the conference, you agree to the following:

- Register and pay the appropriate registration fee

- Prepare an article or "white paper." White papers submitted will be included on the USB drive given to all conference participants and considered by the ISPI EMEA Editorial Board for publication in our *Being Better Matters Quarterly* or the related Being Better Matters website/Blog, and/or for submission to ISPI's *Performance Improvement Journal* (Optional)

- Deliver your session on any of the scheduled conference days

- Submit an electronic copy of your handout in advance of the conference for distribution to participants either on a memory stick included in participant registration packets or downloadable from the ISPI EMEA website

First-time ISPI Presenter Proposals

ISPI EMEA is interested in encouraging and including presenters who are new to ISPI, but have valuable experience and expertise they would like to share. We, therefore, offer to provide individual guidance and support for the preparation of presentation proposals, as requested. Contact Maja Joakim at maja.joakim@ispi-emea.org if you would like to take advantage of this offer.

> *At ISPI EMEA, I started to see how performance improvement can be applied to many different aspects of organizational development, management, leadership development, and training design. The simulation was a great, interactive way to meet people, try out new ideas, and get practice making a pitch to a potential client.* (2016, Bonn, Germany)

> *The conference fosters and supports the building of relationships, rather than just the exchange of business cards. The conference format and overall atmosphere (culture), directly supports an ability to get to know people and actually build relationships. ISPI EMEA feels like a family, even to new people.* (2016, Bonn, Germany)

Background on ISPI, ISPI EMEA and the performance improvement community

What Is ISPI?

Founded in 1962, the International Society for Performance Improvement (ISPI) is the leading international association dedicated to improving individual and organizational productivity and total performance results in the workplace. It is the association of choice for performance improvement (PI) practitioners seeking a community of practice. ISPI represents more than 10,000 international and chapter members throughout the United States, Canada, and 44 other countries.

ISPI's Mission – is to effect sustainable, measurable results and add value to stakeholders in the private, public, and social sectors through the use of evidence-based performance improvement research and practices.

> *This conference was very much an eye opener into a whole new world that I didn't know existed. It exposed me to a way of thinking that I have never heard before and I have discovered that there are **practitioners, a valuable support network and an intellectual body of knowledge that I can now access**.* (2011, Skopje, Macedonia)

The first four and most fundamental of ISPI's principles for improving performance (RSVP) are:

- Focus on **RESULTS**
- Take a **SYSTEMIC** and **SYSTEMATIC** approach
- Add **VALUE,** by focusing on the organization's operations and purpose
- Establish **PARTNERSHIPS** and work collaboratively

The Application Process

Step One: Choose a Session Topic

The objective of the conference is to share and apply concepts, models and tools around the theme, *"Innovate and Improve Work Results: Trends and Opportunities Across All Sectors."* Some broad topics related to this year's conference theme, include:

Performance Improvement/Management	*Digital Transformation*
Organization Structure, Work Process and Job Redesign	*Managing Transformation*
	Leading in the Digital Age
Innovation	*People, Processes and Technology in Industry*
People Engagement and Inclusive Growth	*Education 4.0*
New Performance Management Tools, Frameworks, Methods and Practices	*Nonprofit Renewal*
Focus on Customers, the Customers of Customers and Societal Impact	*Disruptive Innovation in the Public Sector*

Remember, we are particularly looking for sessions that will present successful examples and/or models, of approaches and tools that can be applied by participants to situations and projects they will face when they return home. We encourage you to choose a topic that will be compelling to conference participants and address one or more performance areas where many would see value in enhanced perspectives, skills and/or tools.

Step Two: Complete the Session Proposal Form

Please download the MS Word version of the Proposal Form from our website.

Your proposal should clearly describe the connection to the conference theme, present how you intend to facilitate the session, and your experience with the topic. As possible and appropriate, include a draft sample of a job aid/performance tool that you plan to share with session attendees and that can be made available on the conference website.

Participants at ISPI EMEA conferences are very bright and typically very anxious to get involved and play an active role in learning and sharing. They are also a richly diverse group in terms of national origin, education and skills background, as well as, the industry or subject matter that has been the focus of their experience. The multinational character of ISPI EMEA makes it critical that all presenters are prepared to interact with participants who are non-native English speakers. Therefore, please give special consideration to how you will accommodate participants who do not speak English as their native language. Examples of how this may be done include, by providing clear, complete handouts, visuals or other supporting material with meaningful graphics. All session proposals must include a description of how the presenter(s) intend to accommodate a diverse audience consisting of many participants who do not speak English as their native language. *We would like to add a reminder about source references. That is, we all stand on the shoulders of others, in one way or another, using ideas and/or quotes and images we find to be of value. Proper source references should be used wherever you are referencing or actually using/directly quoting the work of others.* Note that all proposals will be evaluated by a team of reviewers, using the criteria stated on the Proposal Form.

> *You have demonstrated that high performance and engagement involves more than a formula or a program. It's about **being intentional about interactions, relationships and human activity…it's an attitude, not merely a routine!*** (2010, Gothenburg, Sweden)

PROPOSAL FORM: The proposal form (Page 7) contains a description of the information required as well as the specific evaluation criteria for each item. Please use the space provided within the Proposal Form to complete and submit your proposal, in order to facilitate the review process and ensure that your submission will receive maximum consideration.

Save your completed Proposal Form as a MS Word document. Additional material such as job aids can be in other document formats, such as PPT or PDF. Send your combined proposal materials to Carol Panza CMP@orgmap.com and maja.joakim@ispi-emea.org with "Session proposal for ISPI EMEA Conference 2019" in the subject line.

Your proposal must be received no later than May 15, 2019.

The ISPI Europe conference program committee will confirm the receipt of your proposal via email. You will be notified via email by **June 15, 2019** whether your proposal is accepted, conditionally accepted, or rejected.

If your proposal is accepted, ISPI EMEA will:

- Ask you to register for the conference and to reserve your hotel (if you are traveling from outside Skopje, N. Macedonia).

- Request your audio-visual requirements.

- Collect your session materials, short bio, and a photo for publication on the conference website and/or via USB memory stick.

- Ask you to commit to previewing (promoting) your session to conference participants in a 60-second "pitch," either following the opening ceremony for the conference or after the first keynote address.

Questions

If you have any questions regarding the submission of a proposal or if you would like more information about the 18th ISPI EMEA conference in Skopje, please refer to our ISPI EMEA web site. (Click on the link or type www.ispi-emea.org into your browser.) Or contact ISPI EMEA at:

- Email: Carol Panza CMP@orgmap.com and maja.joakim@ispi-emea.org
- Phone: +1 973 455 0420 and +1 219 669 8616

For more information about the International Society for Performance Improvement - ISPI, please check out the ISPI website. (Click on the link or type www.ispi.org into your browser.)

In 2001, a group of performance improvement practitioners from various countries founded the ISPI EMEA network with the vision of supporting the concept of ISPI in our geographical areas, sharing and increasing knowledge of ISPI practitioners and sustaining the application of HPT across Europe, the Middle East, and Africa. Ours is a widely diverse cultural landscape and translating HPT concepts and applications is a key factor in the global expansion of ISPI.

ISPI EMEA 2019 Proposal Form

> Submitted by (lead presenter name):

A. Title

The title for your session should be brief but descriptive and attract participant interest as well as relating to the conference theme.

> Title:

B. Session Description (including Objectives/Benefits and Prerequisite Knowledge)

Describe your session in 120 words or less. Use clear, conversational language. Include clear objectives to help participants determine how/why they will benefit from your session.

In addition to your session description, indicate the level of experience participants should have with the subject matter of your session by selecting one of the following categories:

Session Prerequisite Knowledge		
	Beginner	Participant is able to understand and make use of the core concepts of the subject matter.
	Intermediate	Participant is able to apply core concepts and practices of the subject matter to a problem or situation.
	Expert	Participant is able to fluently create and evaluate solutions to problems in the area of the subject matter.

Indicate session type as described below and the level of interactivity and engagement participants can expect from your session by selecting one of the following categories:

Session Type		
	Concurrent Sessions	60-minute intense briefing covering theoretical, research style aspects of the subject matter. Activities are recommended, but not required.
	Pre-Conference Workshop	3-hour workshop allowing the participants to apply comprehensively introduced concepts to given problems or solutions in a small team environment. Highly interactive with at least 60 minutes of activity time. Pre-conference workshops will take place on September 26, 2019.

The session description, the objectives/benefits, as well the information regarding the session prerequisite knowledge and session type will be published in the conference program to market your presentation.

Selection criteria are:

- Describes the content clearly
- Relates to the conference theme and is capable of direct application to a performance improvement project such as the Open Assist - Request for Proposals (RFP)
- Includes performance-based objectives
- Presents qualitative or quantitative data as evidence to support conclusions, as appropriate/required
- Describes the value of the session to the attendee
- Indicates the prerequisite knowledge for the session
- Indicates the session type and level of interactivity
- Is limited to 120 words

Session Description:

C. Link Session Objectives to ISPI's Fundamental Principles of Performance Improvement

Describe in a paragraph or two how your session introduces and/or shares examples of the real life application of performance improvement tools and approaches. Evaluation criteria include:

- Describes how the concurrent session or workshop illustrates ISPI's fundamental performance improvement principles –
    1. Focus on **RESULTS**
    2. Take a **SYSTEMIC** and **SYSTEMATIC** approach
    3. Add **VALUE**, by focusing on the organization's operations and purpose
    4. Establish **PARTNERSHIPS** and work collaboratively

- Addresses a specific performance need or issue

- Uses case studies and examples of successful, EMEA region-focused performance improvement projects (as our first priority)

Session Objectives Link to Principles of Performance Improvement:

D. Session Design Plan

Provide a high-level design plan of your session showing the sequence of planned topics/learning activities with the presentation method (such as lecture, group discussion or hands on exercise) and the elapsed time for each. Refer to the attached "Design Plan Examples" document, as required. This section is important. It will receive the most attention by the team of reviewers. Evaluation criteria are:

- Session design appropriately reflects the session type (concurrent session or pre-conference workshop)
- Demonstrates sound instructional design principles
- Matches the objectives/benefits and session description
- Matches the expected level of prerequisite knowledge of session attendees
- Includes a topic outline + time frames for each topic

- Includes instruction/presentation method for each topic (e.g., lecture, discussion, activity)
- Is achievable in the time requested
- Requires participants to engage with the content at the level stated in the objectives
- Provides enough detail for the reviewer to visualize the session delivery
- Describes how participants who are non-native English speakers will be accommodated

Please note that there are a limited number of pre-conference workshop slots available for extended workshops (3hrs length).

Session Design Plan:

E. Job Aid / Performance Tool (optional for concurrent sessions)

Job-relevant information, references and/or tools are very important to ISPI audiences. Provide a draft sample of any performance tool or tools, which you will introduce during your presentation or refine with the attendees during your workshop (i.e., job aid, process model, idea synopsis, and reference guide). Evaluation criteria are:

- Is a well-designed performance tool
- Provides a reference for future use

Provide Job Aids/Performance Tools as an attachment to your proposal (additional file).

F. Facilitator Personal Information / Presenter Experience

Please provide your personal data (Name, Position Title, Organization, Address, Telephone, and Email).

Describe your expertise regarding your session topic in 75 words or less per facilitator. Please do not attach resumes or list-style biographies!

Evaluation criteria are:

- Demonstrates sound expertise in session content by citing own relevant experience, research, or writing
- Demonstrates experience presenting to ISPI or a similar audience
- Is limited to 75 words

Lead Facilitator Personal Information/Presenter Experience:

Additional Facilitators (as appropriate) Personal Information/Presenter Experience:

Reminder

Save your completed Proposal Form as a MS Word document. Additional material such as job aids can be in other document formats, such as PPT or PDF. Send your combined proposal materials to Carol Panza CMP@orgmap.com and Maja Joakim maja.joakim@ispi-emea.org with "Session proposal for ISPI EMEA Conference 2019" in the subject line.

Your proposal must be received no later than May 15, 2019.

Attachment

Session Design Plan Examples

Example 1

Topic /Learning Activity	Method	Elapsed Time
1. Introduction & objectives	Lecture	3 - minutes
2. When is a training session a simulation?	Concept discrimination	10 - minutes

3. When should a simulation be considered?
   a. Situations that require simulations
   b. Situations that can benefit from simulations
   c. Situations that can't benefit from a simulation
	Lecture with examples	15 - minutes

4. A systematic decision protocol	Lecture	7 - minutes
5. Apply the protocol to a few examples	Practice	15 - minutes
6. Debrief exercise	Discussion	5 - minutes

Example 2

Session Design Plan:

The session introduces the audience to an innovative approach used to implement a virtual collaboration platform (CDP).

At the end of the session, participants will be able to:

1. Describe the linkage between knowledge management and performance environment

2. List four methods and approaches used in this CDP implementation

3. Identify one method or approach they could use to address their organization's information/knowledge challenges

Estimated Time	Topic	Method	Learning Objective/Outcome
5 min	Introduction	Icebreaker	Connect the participants, find common interests/pain points in the topic
3 min	Agenda	Lecture	Establish context, intent of presentation and actions to accomplish the objective
20 min	Knowledge Building	Lecture	Understand the knowledge management components and how they link to the performance environment, identified gaps and the relevant root causes. Learn about users' pain points when they use current technology and how they are addressed. Learn about HPT approaches we used, including: Agile Project Management methodology, knowledge management approaches (proven and emerging), Kirkpatrick evaluation model
10 min	KM In Action	Activity	Using a puzzle, practice discriminating methods and approaches used as either design or strategy components
10 min	Lessons Learned	Lecture	Share lessons learned from all phases of the CDP initiative. Discuss and identify similarities to your organization's challenges
7 min	After Action Review	Activity	Recap what was covered, what aspects audience would like to learn more about
5 min	Q&A	Discussion	Answer any participant questions and link to possible next steps