



ISPI EMEA  
The Performance Systems  
Network, Inc.

## 19th ISPI EMEA Conference

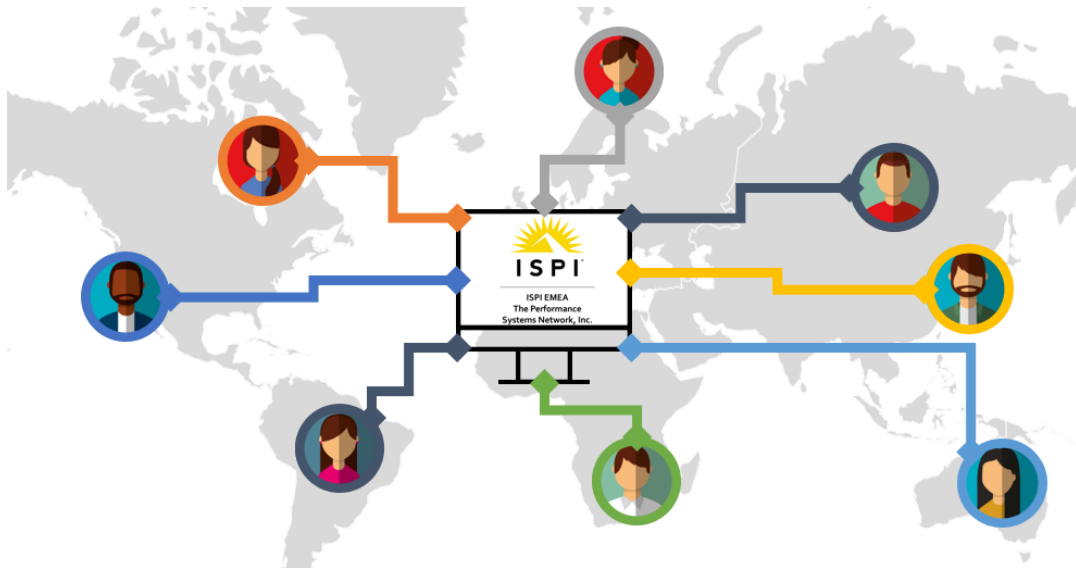
Beginning September 24, 2020  
Online Conference  
New Format!

### Call for Proposals

ISPI EMEA 2020 Conference Theme

**Achieving Measurable Performance Results in the Digital Era**  
*Goals Aligned Outside-In and Relevant 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 . . . will be taken on-line this year in response to Covid-19. Consider joining us to see our approach to making a virtual event high-value and totally engaging.

Due date for proposal submissions: **June 30, 2020**

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## 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.

This year, in response to the pandemic and inability to predict the possibility to organize an in-person conference, we are looking for a small number of 30-45 min. presentations on compelling topics that fit within the wider conference theme. We expect all sessions selected for presentation to provide participants with practical, valuable insight and tools in alignment with the conference theme.

As in previous years with our in-person events, the online 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.

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*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)*

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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. Participants 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.

## Invitation to come and join us

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

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*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)*

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## Presenter Agreement

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

- Register and pay the appropriate registration fee
- Provide short bio, a photo, and a up to 60 second video to be used for marketing purposes
- Post “I’m Presenting” information on social media to promote the conference. Content will be provided by ISPI EMEA
- Submit an electronic copy of your handout in advance of the conference for distribution to participants via download from within the conference event
- Participate in a “practice” session with ISPI EMEA prior to the conference to ensure that technical issues are identified and resolved prior to the conference, for example, compatibility of the presenter’s operating system with the communications/presentation software, and other potential software problems. It is also an opportunity to ensure that all graphics will display properly and be legible
- Deliver your session on any of the scheduled conference days
- Agree to his/her session be recorded and the recording posted on the conference event site
- Prepare an article or “white paper.” White papers submitted will be available for download by conference participants through the conference event space 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)

You also agree that your session handout will be made available on the ISPI EMEA website after the conference.

## 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. We also have compiled a list of tips for, or characteristics of successful virtual sessions, on Page 4 of this Call For Proposals. An important item in our list is *having two (2) presenters for all sessions*, allowing one person to handle and manage the technology and the second to follow questions and comments contributed by participants, to ensure that, at all times, participant questions and comments are organized and addressed. If you are not able to have a second person present with you and/or to support you, we will assign someone from our Board/Conference Committee.

Contact [Maja Joakim](#) at [maja.joakim@ispi-emea.org](mailto:maja.joakim@ispi-emea.org) if you would like to take advantage of this offer.

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*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.*

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(2016, Bonn, Germany)

## Background on ISPI, ISPI EMEA and the performance improvement community

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.

Only you can contribute your unique perspective! At ISPI EMEA, we believe that a conference is more than its programs and presenters. Our conference participants are every bit as much a part of the total learning experience, as our fabulous presenters. Our conferences are compelling because of their innovative, active/interactive format. We are working hard to maintain the active/interactive, learning and sharing environment that has always characterized ISPI EMEA conferences, as we take this year’s event online. If you have thought about joining us in past years, but something always got in your way, maybe this is your opportunity to get to know us and to make your own special contribution.



We have partnered this year with Improvid Performance Improvers, based in South Africa, which will identify OA Client Candidates and may also propose senior executives for consideration as Senior Executive Panelists. We are very please to be working with Belia Nel, Principal, Improvid.



We hope that you will join us online this year and help us to make our 19<sup>th</sup> ISPI EMEA conference a uniquely valuable virtual event!!!

## 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.

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

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*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)*

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## The Application Process

Experienced presenters may go directly to Page 8 for the [Proposal Form](#). However, we ask all presenters to review the following Characteristics of Engaging Online Sessions and related virtual Tools and Resources that can be supported and/or made available by the organizers.

### ISPI EMEA - Characteristics of Effective and Engaging Online Sessions

- **Sense of Community:** Engage participants and personalize your virtual session by having participants introduce themselves in the chat section, depending on the number of participants and if not time consuming. In addition, ISPI EMEA will include on-/off-topic discussion rooms where presenters and participants will meet to discuss the topic of the presentation or exchange ideas on any other topic before or after the presentation.
- **Participant-Friendly & Inclusive Pacing:** ask questions, post polls, give minor assignments (solicit comments, questions or other input) every 3 - 5 minutes, to keep participants engaged and involved.
- **Smart Use of (Multi) Media:** Make sure that visuals are easy to interpret/understand by minimizing extensive text blocks and ensuring that images are widely used/accepted (familiar and not single country and/or culture-specific) across countries and cultures. Use of short videos and interactive activities is highly encouraged.
- **Technology that Works:** Two “presenters” are recommended in order to support an ability for participants to have their comments and/or ask questions addressed throughout and allow the lead presenter to manage the overall flow of session content seamlessly, while the co-presenter is able to moderate and manage and participant engagement tools and resources. An ISPI EMEA host will introduce the session, make a quick reference to online session etiquette, monitor the technology and provide support as needed, and announce next session in the end.

- **Element of the Unexpected** : Finally, good online session usually tends to have something extra that gives participants that additional "oomph." So, think outside the box, carefully craft content that makes learning meaningful and surprise them with real opportunities to develop their thinking.

Note that presenters, who plan to present alone will be able to have a “moderator” assigned by ISPI EMEA to support their session. Also, while we will be using one standardized platform, we will be able to accommodate/ support most any virtual tools that may already be part of your planned presentation.

## Step One: Choose a Session Topic

The objective of the conference is to share and apply concepts, models and tools around the theme, “Achieving Measurable Performance Results in the Digital Era: Goals Aligned Outside-In and Relevant Across All Sectors.”

Some broad topics related to this year’s conference theme, include:

<p><i>Organization Strategies and Performance Improvement Measurement and Management</i></p> <p><i>Organization Structure, Work Process and Job Redesign</i></p> <p><i>Innovation</i></p> <p><i>Artificial Intelligence (AI), Mechanization &amp; the Role of People</i></p> <p><i>Performance Management Tools, Frameworks, Methods and Practices - Data &amp; Analysis for Management</i></p> <p><i>Focus on Customers, the Customers of Customers and Societal Impact</i></p>	<p><i>Digital Transformation and Organization Culture</i></p> <p><i>Managing Transformation – Digital Performance Tools</i></p> <p><i>Leading in the Digital Age</i></p> <p><i>People, Processes and Technology in Industry</i></p> <p><i>Education 4.0, On-Job-Training, Apprenticeships</i></p> <p><i>Nonprofit Renewal</i></p> <p><i>Disruptive Innovation in the Public Sector</i></p> <p><i>People Engagement and Inclusive Growth</i></p>
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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

Your proposal should clearly describe, 1) the connection to the conference theme, 2) present how you intend to facilitate the online session to ensure **participant engagement/interactivity**, and 3) 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.*

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*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)*

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Note that all proposals will be evaluated by a team of reviewers, using the criteria stated on the Proposal Form.

**PROPOSAL FORM:** The proposal form (Page 8) 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.

## Step Three: Send in your Proposal

Save your completed Proposal Form as a Microsoft 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](mailto:CMP@orgmap.com) and [maja.joakim@ispi-emea.org](mailto:maja.joakim@ispi-emea.org) with “Session proposal for ISPI EMEA Conference 2020” in the subject line.

**Your proposal must be received no later than June 30, 2020.**

The ISPI EMEA conference program committee will confirm the receipt of your proposal via email. You will be notified via email by **July 31, 2020** whether your proposal is accepted, conditionally accepted, or rejected.

If your proposal is accepted, ISPI EMEA will:

- Ask you to register for the conference
- Provide you with download links, assign a presentation support person/facilitator, schedule a pre-conference practice session, and other info
- Collect your session materials for publication on the ISPI EMEA website and within the conference event site
- Ask you to commit to previewing (promoting) your session to conference participants in a 60-second “pitch,” which we will post on our [www.ispi-emea.org](http://www.ispi-emea.org) website and will be available within the conference event site.

## Questions

If you have any questions regarding the submission of a proposal or if you would like more information about the 19th ISPI EMEA online conference, please refer to our [ISPI EMEA web site](#) (information will be posted as available). (Click on the link or type [www.ispi-emea.org](http://www.ispi-emea.org) into your browser.) Or contact ISPI EMEA at:

- Email: Carol Panza [CMP@orgmap.com](mailto:CMP@orgmap.com) and [maja.joakim@ispi-emea.org](mailto:maja.joakim@ispi-emea.org)
- Phone: **+1 973 455 0420** and **+1 219 669 8616** (Whatsapp & Facetime available)

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](http://www.ispi.org) into your browser.)

# ISPI EMEA 2020 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.

Proposals will be accepted for Briefing - session type only, as described below. Workshop sessions will be by invitation only, including an orientation session, for all participants, scheduled prior to the conference, aimed at ensuring that all participants will be prepared to get the most out of our virtual conference.

Session Type	
Briefing Sessions	30-45-minute intense briefing covering theoretical, research style aspects of the subject matter. Activities are recommended, but not required.
<b>DNA</b> Workshops	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. <b>Workshops will be by invitation only.</b>

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 and in a virtual format
- 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. Online Presentation Experience

Please briefly explain your experience in delivering online sessions, for example, what platforms you've used and/or are most comfortable using, additional collaboration tools, number of audience, need for support, etc.

**This section is not subject to evaluation and is for information and preparation purposes only!**

Online Presentation Experience:

## G. 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](mailto:CMP@orgmap.com) and Maja Joakim [maja.joakim@ispi-emea.org](mailto:maja.joakim@ispi-emea.org) with "Session proposal for ISPI EMEA Conference 2020" in the subject line.

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