

Message from the President

Greetings ASTD Memphis!

It's almost the end of the year and most companies are focusing on their budgets for next year. For those of us in the training and development field, we know how stressful this can be. When executives decide ways to save money, it usually involves training – one of the most important functions of a business. By being a part of ASTD Memphis we provide opportunities to strengthen your skills without impacting the budget. This month I found some timely training and development tips to support why it is important to get involved and active in your local chapter.



Tip of the Month

This month's tip comes from an article from the American Institute of CPAs by Kathy Johnson, CPA:

1. **Join local associations** – When personal funds are low, or the training budget at your organization is cut, this is a wonderful option to stay current on industry-related information and consistently improve your skills.
2. **Apply for a board position** – Not-for-profit organizations and community associations provide many opportunities for development. Boards allow you the opportunity to interact and network with different colleagues, leaders and members of your community.
3. **Attend local industry related conferences** – Look for local industry-related conferences that do not require hotel or travel expenses. You will receive the same information as you would attending a national conference, but at a reduced price.
4. **Volunteer for speaking engagements** – When you speak at conferences or industry-related meetings, your travel costs may be covered and you might be offered the opportunity to attend other sessions at no cost.
5. **Volunteer to be on a conference planning committee** – Planning committees provide training sessions and networking opportunities at little or no cost.

Time is ticking so don't forget to register for Employee Learning Week in our website www.astdmemphis.org scheduled on December 7. The last day to register is November 30.

Take It to the Next Level!

Debra M Bennett
ASTD Memphis
Chapter President



Upcoming Events

November 13th –Have You Asked?

Date: Tuesday, November 13, 2012

Presenter: Joy Johnson, Dir. HR Consulting
Hilton Worldwide

Location: Holiday Inn – University of Memphis
3700 Central Avenue, Memphis, TN 38111

Time: 11:30 a.m. - 1:30 p.m.

Joy K. Johnson, SPHR – Senior Director, Human Resources for Hilton Worldwide will join us in November to discuss Human Performance by challenging us to consider the following question, “Have you asked?”. With over 20 years of experience in Human Resources, and applying a strong expertise in organizational development, employee engagement, and change management, Joy has demonstrated her ability to positively influence bottom line results through employee involvement, personal and team development.

Joy is coming to us having just finished as HR Project Lead for a significant change initiative within Hilton Worldwide; the establishment of a new, revenue-generating function that one of the company’s executive officers referred to as, “An example for all of Hilton on how to manage new initiatives and projects.”

Prior to joining Hilton Worldwide, Joy held senior HR leadership positions for Fortune 500 organizations; including the top HR position for a major manufacturing division where she led 40+ HR professionals supporting over 6,000 employees across the U.S.

Joy holds a Business Administration degree in Human Resources and is certified as a Senior Professional in Human Resources through the Human Resources Institute.

Upcoming Events



Memphis ASTD Employee Learning Week Event

Friday - December 7, 2012

8:00 am – 5:00 pm

FedEx World Technology Center, Collierville, TN • 1 FedEx Pkwy. (Bailey Station Rd. & E Winchester Blvd.)

Join us for a full day of
professional development

Date

Friday – December 7, 2012

Time

8:00 am – 5:00 pm

Location

FedEx World Technology Center

Register Today

www.astdmemphis.org

Host Chapter



Who?

Learning Professionals, HR Professionals, Educators, and Performance Consultants are welcome!

Keynote Speakers

Trish Uhl – State of the Workplace Learning Profession

Richard Sites – Instructional Design Process

Dick Handshaw – Performance Consulting

Lou Russell – Project Charter in 45 Minutes or Less

Speaker Websites

www.cplpcoach.com

www.alleninteractions.com

www.dickhandshaw.com

<http://lourussell.com>

Value Add

Lunch, Door Prizes, and a Vendor Fair are included with admission.

Registration Info*

\$80 for ASTD Chapter Members

\$95 for non-members

Additional Info

programs@astdmemphis.org

*Event Registration will close Midnight November 30.

** NO REGISTRATION WILL BE AVAILABLE AT THE DOOR and tickets are non-transferable AFTER the registration deadline of November 30 due to FedEx security policy.



Welcome New and Renewal Members

On behalf of the Chapter, we want to express our thanks to the people who either joined or renewed their membership during October 2012.

RENEWAL

Jacquelyn Futch
Training & Development Specialist
American Home Shield

Randy Griggs
Training & Development Specialist
Medtronic

Melissa McDermott
Training Supervisor
ASICS

Sylvia Joure
Training Development Specialist
Memphis Light, Gas & Water

Randy Ables
Health & Safety Team Leader
Cargill Corn Milling Memphis

2012 Auction & December Social

*The auction committee is accepting donations for the December social, and we hope to receive yours. Please contact Tiereny Tunstall, Event Coordinator, at HTiereny.Tunstall@brother.com or Steve Johnson, Auction Committee Member at Hprofrecruit@bellsouth.net to arrange pick up for your donation. Remember, you receive Auction Bucks for the retail value of your donation to use the night of the auction.
Thank you for your support!*

Your Help is Needed!

Meet one of our Active Members

Tim Flesner, CSP

Tim is currently employed at Versant Supply Chain as the Training & Development Manager. Tim is responsible for leadership and oversight of all company-wide training and professional development programs, in conjunction with policies and procedures management, curriculum design, instruction and continuous improvement initiatives. Tim is Certified Staffing Professional (CSP) through the American Staffing Association and certified First Aid/CPR/AED instructor through the American Red Cross. His expertise also includes employment law and compliance training. In his responsibilities, Tim takes on many roles with new client and project implementation.



Tim was an integral part of the startup of the staffing division at Versant in 2005. During that time, he directed on-site operations at all client facilities and assisted branch operations. Tim worked with his colleagues and implemented daily operational processes that are still in effect today. Tim has recently transitioned to corporate headquarters. He became 30 hour OSHA compliance certified last year and his responsibilities are being expanded to include safety for all of their corporate facilities.

Throughout his professional career, Tim has had experience in operations and management. But his passion for development of people has always landed him back in a training position. During his latest transition to Versant corporate, Tim has worked closely with human resources and is currently implementing an on-boarding process for all new employees.

Tim has been serving on the ASTD Memphis board for the past 4 years in many roles. Currently, he is the VP of Communications.

Tim has been a long-time resident of Memphis and loves the city. He is an active committee member for the local chapter of the American Foundation of Suicide Prevention. Over the past few years, he has spent a lot of his free time remodeling his home in the Poplar-Highland area. He is currently in the process of becoming a foster parent to his two great-nephews in which his free time will no longer be. ☺

Implications of Silence for Educators in the Multicultural Classroom

By Krishna Bista

There are a number of ways of dealing with silent students in multicultural classroom setting. For instructors of international students, it is important to note cross cultural perspectives in course readings and grading the classroom discussion. Because of lack of language proficiency or being unfamiliar with the American classroom culture, some students from other countries feel stressed and frustrated. To bridge this gap of international students, instructors could adopt strategies such as e-mailing study questions beforehand, giving clear directions and asking specific questions or summarizing important points of the discussions (Tatar, 2005).



Brookfield (2006) suggested teacher should research what students know, speak and experience as a part of understanding the classroom so that the lessons would be inclusive for both native and foreign students.

In a traditional classroom, a teacher speaks more than his or her students. Sometimes, instructors should be silent and observe how it affects students or encourage speaking up. The balance of the class would be when both domestic students and international students get an equal opportunity to share their thoughts and perspectives as a part of class discussion. A skillful teacher always allows enough time to her/his students to respond instead of expecting immediate responses to every question. Svinivki and McKeachie (2011) recommended a silence for 5 to 30 seconds for better outcomes in discussion. Instructors are expected to know the significance of cultural values and meanings in foreign cultures. Sometimes no eye contact or being silent does not necessary mean non participation.

The U.S. students would benefit from the active participation of foreign students in the class. As they understand diverse social, cultural and linguistic experiences and perceptions of foreign students, the U.S. students should encourage and let foreign students speak in the class.

Good Readings for Learning Professionals!

Instead of being bound with home culture and educational experiences, international students also should look for ways to familiarize themselves with the host culture. Since their main goal of overseas study is to earn a foreign education, they should expose themselves to various social norms, cultures, and beliefs in the U.S. They should speak up in the class discussion because their voices and experiences are required as much as their American counterparts.

Conclusion

The nature of silence is complex in any classroom with foreign or domestic students. However, the American classroom requires them to participate as this phenomenon is graded. For those international students who come from distinct social and cultural backgrounds, they always face a challenge when speaking in class.

Instructors sometimes falsely assume that non speaking students are not engaged in the learning. Some studies have reported that instructors incorrectly misinterpret students' silence as disengagement when using conventional understandings of silence but those silent students were engaging through other means such as paying attention, taking notes, or thinking about the material presented in class (Meyer, 2009; Meyer & Hunt, 2004). It appears, therefore, that a closer inspection of how international students engage in the classroom is essential. The relationship between silence and classroom expectations should be carefully examined. Consequently, nowhere is it more important to study silence than in a classroom context.

Given that some students prefer to remain silent in various situations, while others are more willing to talk in class, it is reasonable to speculate that students have different preferences for participation in the classroom. For both international and domestic students, teachers should evaluate the classroom participation and the nature of silence with the knowledge of their ethnic, linguistic and cultural backgrounds.

Krishna Bista is an international graduate student from Nepal at Arkansas State University. His e-mail is Krishna.Bista@smail.astate.edu

If you would like to share with our ASTD Chapter members a good book summary and/or an article, please send us an email to newsletter@astdmemphis.org. Your knowledge and expertise are greatly appreciated.