

Flow Charts: A Simple Tool with High Impact

Karolyn Smalley, MA, Performance Puzzle Solvers

Tuesday, September 14, 2010 – 6:00 to 7:30 p.m.

VIRTUAL SESSION: Enjoy from the comfort of your own computer!

Reserve your seat by clicking on “Register for the September Program” on www.ispi-dc.org

ISPI Potomac Members: Free! Non-Members: Pay \$50 to join our chapter and get this session FREE!!!

Part of the University of Michigan’s legendary program with Dale Brethower and Geary Rummler, **Karolyn Smalley** was instrumental in shaping what we call Performance Improvement. But what shaped her professional practice? One tool she would share with aspiring PI masters is **flowcharting**. “Why did it make such an impact?” Karolyn asks. “It showed tasks in a logical, clean, visible diagram.” She says, “**If I can’t flowchart it, I don’t have the right information. Flow charts force a person to think logically and methodically.**” They can transcend the distance between *what is supposed to be* and *what is*, prompting break-through understanding and client buy-in.

Flow charts are **invaluable throughout a PI pro’s career**. Karolyn explains, “...my career has been a journey starting with training and development. You can only solve so many human performance problems with **training**. Once I realized [that]..., the question I asked was, what level do I have to go to next to solve human performance problems? My answer was **process**. Once you learn that improving the process only solves so many human performance problems (this takes several years) what level do I go to next? The **organization**. All along the way, I learned new strategies and tactics for solving problems and how they linked from one level to the next. **One of the consistent tools used was flow charts.**”

Because of who she is, Karolyn is happy to “coach” you as she was taught: “by a peer”. Come learn her version of a fabulous tool that will serve you as grow and master PI. Simple techniques will be shared with real client examples. **Learn from a master.**

Karolyn Smalley, MA is a performance improvement specialist of 30+ years experience and founding partner of *Performance Puzzle*. She specializes in organization effectiveness, process improvement, alignment of performance measurement systems, and evaluation of results. Her clients include General Motors, Whirlpool, Dow Chemical, and US Cellular. While working with the Rummler-Brache Group, Karolyn redesigned processes, strategies, and tactics to successfully implement improved processes and job changes. Recently she has worked with medical practices to improve productivity and efficiencies, delivering increases of \$350,000 to \$1.2 million in a single revenue stream.

To get more out of this virtual presentation, visit
<http://ispi-dc.org/content/september-2010-program-documents/>
to review cases & selected articles recommended by Karolyn Smalley prior to participating.