

---

### Biographical Sketch

Sharon G. Fisher, M.Ed.

---

**Current Position:** Vice President and Division Director of Training and Learning Solutions

**Education:** M.Ed., Organizational Development and Administration,  
Antioch New England Graduate School

Sharon Fisher has more than 30 years of experience in all facets of Instructional Systems Design, development, delivery, and evaluation. She has worked for Human Technology (HT) for the past 28 years. During this time, Ms. Fisher has been responsible for the design, development, and evaluation of thousands of hours of instructional materials using all types of instructional methods and media. Many of her innovative instructional designs have been used as benchmarks for industry best practices. As Director of Training and Learning Solutions, Ms. Fisher has established quality assurance systems for ensuring that projects meet or exceed acceptable quality levels (AQLs).

Prior to joining HT, Ms. Fisher worked for the Massachusetts Department of Mental Health designing and implementing human resource development programs. She also served as an adjunct faculty member at Antioch Graduate School and taught Human Resources Management courses at the University of Massachusetts. Ms. Fisher has published four books, three book chapters, and two articles on instructional design, technology-based training, and evaluation.

---

### Recent Experience

- Managed the design and development of mission-critical training for the Department of Homeland Security. Within 2 months of the project onset, the following web-based and classroom-based training courses were developed and implemented:
  - National Response Plan Training
  - National Incident Management System Training
  - Incident Command System Courses (ICS-100, ICS-200, ICS-300, ICS-400, and ICS-402)

To date more than 1 million Federal, State, and local officials have completed these courses at a cost of less than a penny per student.

- Managed the development of a learning management system to allow hosting of courses for the Federal Emergency Management Agency (FEMA). When the volume of users exceeded their capacity, FEMA turned to HT for help with hosting critical web courses. Thousands of communities now have access to preparedness training because of HT's responsive actions.
- Managed the design, development, and delivery of enterprise-wide anti-terrorism training for U.S. Customs and Border Protection (CBP). Training methods include classroom-based instruction on terrorist threats and trends, electronic performance support systems on identifying terrorist weapons, video-based instruction on cultural understanding and interviewing skills, and in-depth simulations on detecting deception. CBP Officers report that the skills they have acquired from these courses have helped stop terrorists from entering the country.
- Developed an innovative design for converting a multimedia CD-ROM on addressing and resolving poor performance to a web-based course for the U.S. Office of Personnel Management (OPM). The new course maintains the engaging media elements while being fully compliant with Section 508 of the Rehabilitation Act.
- Conducted a comprehensive front-end analysis to determine the role and training needs of State Emergency Boards for the U.S. Department of Agriculture. A critical incident technique was used to elicit information about potential roles and barriers. Importance and proficiency levels of functions were rated using quantitative measures.

---

### Recent Experience (Continued)

Sharon G. Fisher, M.Ed.

- Managing the design and development of integrity training for CBP Officers. This project began by conducting a performance analysis to identify root causal factors of integrity problems. HT is currently designing a blended-learning intervention that combines a print-based supervisor's guide with an electronic toolkit. The toolkit includes assessments, presentations, muster modules, and tracking systems.
- Managed the development of the following FEMA web-based learning solutions:
  - Community Emergency Response Teams Training and Resource Center
  - Community Rating Systems Resource Center
  - Environmental and Historic Preservation Training and Resource Center
  - Evaluation of Training Web-Based Course and Resource Center
  - Multi-Hazard Emergency Planning for Schools
  - Radiological Emergency Preparedness
  - National Fire Incident Reporting System Knowledge Center
  - Continuity of Operations Planning
  - Fostering Tribal Relations
  - Emergency Planning for Special Needs Populations
  - Resource Management Systems
  - Public Information Management Systems
  - National Earthquake Hazards Reduction Program Knowledge Center
- Managed the development of web-based training on internal controls and grants management for the U.S. Department of Education.
- Designed and delivered seminars on constructing and validating test items for the Federal Deposit Insurance Corporation.
- Designed and validated the certification process to ensure that CBP Officers have acquired necessary skills for targeting high-risk cargo and passengers. The program includes measurement of knowledge and on-the-job performance.

---

### Publications

- Bringing Interactivity to the Web. Chapter in Interactive Distance Learning Exercises that Really Work! American Society for Training and Development (ASTD).
- Instructional Systems Design for the New Millennium: Ten Survival Tips; and Web-Based Training: One Size Does Not Fit All. Chapters in The 2000/2001 ASTD Distance Learning Yearbook. McGraw Hill.
- Manager's Pocket Guide to Performance Management. Human Resource Development Press.
- A Guide to Strategically Planning Training and Measuring Results. OPM Publication OWR-026.
- Establishing the Value of Training. OPM Publication HRDG-023.