

Biographical Sketch

Lisa P. Speak, B.A.

Current Position: Junior Analyst/Principal Investigator

Education: B.A., English, College of William and Mary

Since joining Human Technology (HT) in 1993, Lisa Speak has designed and developed technical and nontechnical instructional materials. Ms. Speak has undertaken design and development projects with increasing responsibility and scope using a variety of media including instructor-led, print-based, and technology-based instructional materials.

Recent Relevant Experience

Currently directing the development of a training program for the Federal Deposit Insurance Corporation (FDIC) on career development planning. The program is designed for two different audiences: employees and supervisors. Both audiences will be able to take the training either as an instructor-led workshop or as a web-based course. The purpose of this program is to make the Career Development Plan (CDP) an integral part of the employee/supervisor relationship. Employees and supervisors will learn how the CDP is created and implemented, as well as how the CDP can be used as a tool for continuous employee development.

Currently developing an instructor-led bank closing simulation for the FDIC's Division of Information and Resource Management bank closing team members. The simulation includes activities in which learners practice tasks typically performed at bank closings and apply problem-solving skills required in challenging situations.

Designed and developed a web-based course for the American Diabetes Association (ADA). This course entitled, The ADA: Who We Are And What We Do, is designed to introduce new employees to the Association. Through sound, graphics, simple animations, and text, the course covers the ADA vision and mission as well as the ADA's five areas of focus: research, information, advocacy, income development, and leadership.

Managed and developed a job-specific training module for Market Recruiting Managers of Randstad North America. This module was designed to support managers entering this new position. Through this training, Market Recruiting Managers learn about their individual role as well as their role on a management team. This module covers topics such as effective consulting skills, developing a recruiting plan, productive meetings, recruiting skills, interviewing, and hiring.

Managed and developed six just-in-time training packages for the U.S. Census Bureau. These training packages were designed to incorporate recent changes in policies, procedures, and processes regarding specific Census 2000 operations. This training includes information necessary for Local Census Office managers to manage and conduct these operations. Topics in these training packages include preparing for the operation, meeting completion goals, analyzing reports, conducting quality assurance steps, and overcoming management challenges.

Recent Relevant Experience

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Designed and developed a 5-day classroom-based management course for the Census Bureau. This course was designed to support managers at Local Census Offices in carrying out their responsibilities in the 2000 decennial census. The course includes topics such as geography; local and regional partnerships; diversity and culture; recruiting, selecting, and training applicants; administrative functions; using management reports; and specific policies and procedures for Census 2000 operations.

Designed and developed four 1-day instructor-led courses for the Census Bureau. Each course was directed to a specific management position held at Local Census Offices: the Assistant Manager for Recruiting, Assistant Manager for Administration, Assistant Manager for Field Operations, and Automation Technician. Each course was designed to support these managers in carrying out the functions their position required.

Designed and developed a computer-based training course for the FDIC. This 30-hour course teaches FDIC employees basic credit analysis principles and skills. The course uses sample loan files to illustrate the loan analysis process.

Selected Publications

Performance Skills Team Training Series. (With A. Douds, P. Ittner, D. Pierce, et al.)
Human Resource Development Press.

References

Doris Campos-Infantino, National Institute of Health, Office of the Ombudsman, 301-402-5235
Dennis VanLangen, Project Manager, Census Bureau, 301-457-3300