

Biographical Sketch

Diane L. Swan, B.A.

Current Position: Instructional Technologist

Education: B.A., English Literature, Knox College

Diane Swan has 14 years of experience in the field of Instructional Systems Design. Since joining Human Technology (HT) in 1986, Ms. Swan has held positions of increasing responsibility and scope. During the past 10 years, Ms. Swan has conducted numerous training needs assessments, and designed, developed, and delivered technical and non-technical training materials. Prior to joining HT, Ms. Swan taught secondary school, performed work analysis studies for the U.S. Air Force, and coordinated database management for a regional planning commission and a regional computer commission.

Recent Relevant Experience

Conducted focus sessions and designed a course for the Federal Emergency Management Agency (FEMA) for Regional Operations Centers to be delivered in FEMA's Regional Offices.

Conducted focus sessions, designed, and developed a course for FEMA on a new version of a Disaster Field Operations Management course. The course is exercise-based and uses a simulation that closely follows the course of an actual disaster. The course focuses on planning, decision making, and coordination needed during disaster operations. Developed feedback guidelines and assessment criteria for the course.

Developed tests and other performance measures for FEMA for the early version of the Disaster Field Operations Management course. Developed pre-course reading material and self-assessment tests for the Disaster Field Operations Management and Recovery from Disaster courses.

Developed several presentations and videotapes for FEMA for a course on Recovery from Disaster. The course audience consists of State and local government officials and staff members.

Designed and developed a course for FEMA on mission assignments for managers. The course combines managers from States, FEMA, and other Federal agencies and focuses on opportunities to improve understanding and increase cooperation in management of mission assignments. Gained a broad perspective of the subject by facilitating a series of workgroup meetings with FEMA and other agencies on mission assignments issues.

Conducted focus sessions and partially developed a course for FEMA on Managing the Hazard Mitigation Grant Program. The course covers the grant application and management process and is targeted for State and FEMA regional managers.

Developed a course for FEMA on the Hazard Mitigation Grant Program and Flood Mitigation Assistance. The course features case studies and a spectrum of problem situations drawn from actual experiences in mitigating a variety of hazards, including seismic retrofitting, wildfire prevention, and mitigation of flood damage.

Recent Relevant Experience

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Designed and developed three courses for FEMA on community relations for FEMA staff and managers and for State personnel. The courses for FEMA personnel combine factual knowledge about FEMA programs with skills training and incorporate assessment of FEMA personnel performance in simulated situations. The course for State personnel builds skills in organizing community relations programs and winning support from decision makers and also provides structured forums for States with successful programs to share nuts-and-bolts advice.

Facilitated a series of meetings for FEMA to develop performance measures for Community Relations personnel. The draft standards resulting from the meetings were used as a model for developing standards for personnel in other fields.

Designed and partially developed two courses for FEMA to deliver to States and local governments. The course audience consists of local government employees and managers who may have to cope with disasters in their communities. Review of disaster procedures as well as techniques for coping with inevitable long hours, stress, and emotional citizens are integral to the courses.

Developed and coordinated presentations and developed activities for disaster management training courses for FEMA.

Developed a course for mission assignments processing for FEMA. The course combines staff from two functional areas and includes extensive use of interaction to encourage cooperation between the areas. The course development process facilitated communications among several functional areas and resulted in agreements to smooth policy and procedures roadblocks.

References

Gerilee Bennett, Chief, Program Delivery Branch, Mitigation Division, FEMA, 202-646-4173
Peter Smith, Chief, Response and Recovery Branch, Preparedness, Training, and Exercises Directorate, FEMA, 301-447-1194