
Biographical Sketch

Lisa Szymanski, M.A.

Labor Categories: Senior Analyst, Instructional Systems Designer, and Technical Writer
Education: M.A., Human Resources Development, Marymount University

Lisa Szymanski has over 15 years of experience in all facets of Instructional Systems Design, development, delivery, and evaluation with Human Technology (HT). Ms. Szymanski has concentrated on the design and development of innovative training and learning solutions in the areas of leadership, management, supervision, and workforce development to maximize human performance in achieving mission-critical competencies. She has extensive experience in conducting front-end training and performance requirements analysis. Ms. Szymanski has designed and developed numerous classroom-based training programs and blended-learning solutions, including print-based instructional materials and technology-enabled learning interventions, for various Federal agencies. Her expertise also extends to conducting comprehensive training program evaluations, including cost-benefit analyses.

Prior to working for HT, Ms. Szymanski was a Research Analyst with the American Red Cross National Headquarters where she planned and designed national surveys and collected, interpreted, and analyzed data using statistical and other analyses.

Recent Experience

- Researched and designed a comprehensive, competency-based supervisory training curriculum “map” using a blended-learning solution consisting of 15 print-based, self-study courses and 8 classroom-based courses for supervisors in the Transportation Security Administration. The map is being used as a blueprint for the development of a supervisory leadership program that will ultimately reach over 6,000 supervisory Transportation Security Officers, Screening Managers, supervisors in the Federal Air Marshal Service, and supervisors in Headquarters. The map will also be used to guide the continuing development of supervisors in achieving mission-critical goals.
- Developed print-based instructional materials for the Human Resources Products and Services (HRPS) division of the U.S. Office of Personnel Management (OPM) as part of a broader Staff Development Program for HRPS leaders to develop and enhance critical competencies to meet the organization’s mission and goals. The classroom-based courses address skills in coaching, conflict management, emotional intelligence, and change management.
- Co-designed and developed a comprehensive mentoring and training program for the U.S. Department of Agriculture Farm Services Agency for its Farm Loan Program Chiefs, to address succession-planning requirements for this mission-critical position. One component provides a framework and “toolkit” of print-based job aids and best-practice techniques to guide experienced Chiefs in successfully supporting new Chiefs. A classroom-based training component for new Chiefs addresses practical skills and tools needed to successfully deal with the challenges and responsibilities of their leadership role. The program has exceeded expectations by reducing the loss of efficiency and consistency typically experienced during transition periods to new leadership, assisting new Chiefs in more quickly reaching their professional potential, and providing the best vehicle for transmitting the culture to new Chiefs.
- Designed and developed interactive, technology-enabled training for a series of management and supervisory courses for VCampus Corporation (formerly University Online Publishing). These courses were modeled after a similar HT course that won the Gold Medal for the Best Web-Based Course in the prestigious Multimedia and Internet Training Newsletter awards program.

Recent Experience (Continued)

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- Managed the design and development of classroom-based courses for supervisors of the Federal Deposit Insurance Corporation that combined traditional instruction with video-based and skills-based learning, including modeling of best practices. Topic areas included communication/interpersonal skills, coaching skills, and preventing and dealing with conduct and performance problems. The Interpersonal Skills course has been running successfully for field and headquarters supervisors for over 3 years.
- Designed and developed interactive, multimedia CD-ROM training for the Department of Health and Human Services' (HHS') Office of Child Support Enforcement for its nationwide workforce of caseworkers. This course teaches caseworkers about interstate child support legislation and interstate child support case processing. The course was part of a CD-ROM-based performance solution that received the Distinguished Service Award for Training Design from the Training Officers Conference.
- Researched, designed, and developed The Complete Guide to Teams: How to Build a Team-Based Organization, for HHS. Drawing on best practices in the field, this print-based guide includes organizational and team assessments, team-building exercises, troubleshooting guidance, tips, and tools. The guide was disseminated to all HHS managers, supervisors, and team leaders and has been published on the Department's Intranet site.
- Developed leadership training interventions for executives, managers, and supervisors in the Defense Information Systems Agency, the Defense Mapping Agency, OPM, and the Federal Aviation Administration. Conducted comprehensive front-end requirements analyses to identify training needs and performance barriers; established performance-based, measurable training objectives; and developed instructor-led and print-based training materials and case studies.
- Designed and developed interactive, multimedia web-based training for the American Diabetes Association to orient new employees.

Publications

- The Complete Guide to Teams: How to Build a Team-Based Organization. Human Resource Development Press.
- LeaderQuest: Preparing the Future Leader. Human Resource Development Press.
- Built-in Evaluation. (Co-authored with Mary L. Broad and Alexander Douds.) Chapter in In Action: Measuring Return on Investment, Volume 1. American Society for Training and Development.