



International Society for Performance Improvement

Potomac Chapter

ISPI Potomac serves greater Washington, D.C.



Analyzing Training Needs in Former Soviet Union Countries

Rich Arnold, Senior Vice President, UNITECH

A "Knowledge You Can Use Tomorrow" Program

Tuesday, April 7, 2009 – 6:00 to 8:30 p.m.

**Johns Hopkins Carey Business School – D.C. Campus
1625 Massachusetts Avenue, N.W., Washington, D.C. 20036**

Room 204.

Three ways to reserve your seat:

- 1. Click on "Register for the April program" on www.ispi-dc.org**
- 2. Send an Email with Your Name & Contact Information with "FSU Countries" in the Subject Line to: programs@ispi-dc.org**
- 3. Call Terry Goodwin, Program Chair (202) 546-8483**

ISPI Members/Students: \$15 Non-Members: \$25 Pay Cash/Check at the Door

MOVING INTO THE GLOBAL ECONOMY

If you happened to live in a former Soviet Union satellite country, entering the global economy from a planned and protected economy was no ordinary transformation. This was literally performance improvement at a ***national*** level. How do you identify what people need to know to perform competitively—and leave a way of living and a controlled work environment behind? Rich Arnold was there, and did just that. He will share with us his approach to establishing what "needs" to be done. Conducting good needs analyses is always a challenge. Severe time constraints, shifting political forces and cultural flux only make it more fun. If corporate cultural change is in your future (and it certainly is for many of us,) come learn how he did it and how you can, too.

Rich Arnold (Commander, USCG, ret.), is Senior Vice President, International/Federal Systems, UNITECH. He and his staff provide interactive training and simulation, homeland and port security, and technology solutions.