

TRAINING & DEVELOPMENT

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Voice Mail

Doer's Profile



Anne Soule

This month's profile features Anne Soule. Soule is human resources development manager at the Florida Aquarium in Tampa, Florida.

In preparation for the aquarium's opening last March, Soule conducted customer-service training for almost 200 staff members and for more than 350 volunteers to serve as docents and in other capacities.

Have you encountered any problems? "The tight time schedule and so many priorities. We believe in the training. But we have to weigh the time spent in training with the fact that we are tending to living things. Plants and animals can't wait."

What's the most exciting new development? "Our purpose, which is reflected in our mission statement. It's heartfelt. It has phrases such as 'celebrate nature' and 'inspire passion for Florida's natural wonders.'

Favorite machine: "My stove. I love to cook—anything with a lot of garlic and olive oil."

Do you have a favorite denizen of the aquarium? "No. What I really appreciate is the interdependency among the different plants, the animals, and their aquatic habitats. It's very inspiring."

Pipe dream: "To continue training and my education. I'm fascinated by adult learning. One day, I'd like to teach at the master's level."

Shame, Shame

I think it is pathetic how little people are reading these days. Or they're reading only because they have to. I would go bonkers without a good book. I read fiction to relax and relieve stress. Lately, I've also been reading how-to books on home ownership and remodeling.

An interest in reading must start in the home—the younger the person, the better. If children aren't read to or don't see their parents reading, they aren't likely to develop a desire to read. Children need to learn that words can tell us anything and help us imagine anything. My mother used to read while she was cooking, ironing, or vacuuming. And every Saturday, we went to the public library.

My voracious reading habits have caused my husband to read more. And my four-year-old son could probably start his own lending library.

—Kathy Jones
Duke, Missouri

Kudos

Thank you for Patricia Galagan's superior article "Reinventing the Profession" (December 1994). It is a clear and strong message to the training community.

Joe Harless

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"Voice Mail" is compiled and edited by Haidee Allerton. "Voice Mail" welcomes your views. Send your letters and comments to "Voice Mail," Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043; fax them to Allerton at 703/683-9203; or call them in on the "Voice Mail" line, 703/683-9590.