

What Goes Around ...

September is back-to-school month, so it seems appropriate that this issue would return to a study of some training fundamentals.

In particular, "The Dark Side of 360-Degree Feedback" by Scott Wimer examines the negatives and ways to circumvent them. "The New Strategic Six Sigma," by Dick Smith and Jerry Blakeslee, tells how the total quality technique for manufacturing has evolved and expanded into an approach for strategic business planning.

Then this *T+D* fast-forwards in "Wake Up Call: The Real Decision Makers" by Paul Harris. It's a heads-up to the heads of training that many training providers are going around them to sell to and work directly with individual business units, such as call centers. The implication is that suppliers (and others) think that the real purchasers and decision makers don't reside in the training function. Or do they? Read Harris's article to find out.

We also take a look at training post-9/11, especially diversity training, and how the events of that day have changed the content and approaches.

Remember the first day back at school and you had to write an essay, "What I Did on My Summer Vacation"? That was when we all got the whole summer off. Now there's a fundamental worth returning to.



A handwritten signature in black ink that reads "Haidee Allerton".

Haidee E. Allerton
Editor



Publication Redesign
ASBPE
2001

Editorial Excellence
ASBPE
1998

Gold Circle Awards
ASAE
(American Society of
Association Executives)
1994

Best Design
OZZIE Bronze Award of
Excellence 1992

Magazine Column
"Working Life"
Clarion Award
Women in
Communications
1992