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*Cabot L. Jaffee, President, Assessment Design, Inc., Orlando, Florida.*

### Historical and Future Perspectives on Assessment Centers

Computers and new communication technology will shape the methodology of assessment centers in the future, making them less costly to operate and more efficient. Jaffee shows you what to expect of the new technology, as well as how to use it. You'll also get a brief history of the assessment center and its evolution over the past 20 years. Handout included.

*Audience:* All those with an interest in assessment center technology, or those wishing to become acquainted with the subject.

*Length:* 60 min.

*Scott B. Parry, President, Training House, Inc., Princeton, New Jersey.*

### Twelve Techniques for Improving Your Skills as an Instructor

This session introduces a dozen techniques for expanding an instructor's behavioral repertoire which will enable all instructors to deal more effectively with common problems and opportunities that arise when instructing groups. The techniques are based on: the three-stage learning model; the adult-adult relationship of training; and the stimulus-response-feedback links in the instructional chain. Handout included.

*Audience:* Both the novice and experienced trainer will benefit from an expanded repertoire of training techniques and strategies.

*Length:* 100 min.

*Ronald Zemke, President, Performance Research Associates, Minneapolis, Minnesota.*

### Assessing Your Organization's Computer Literacy Needs

Zemke explains the importance of a needs assessment, explains the "Skills by Tasks" model of computer literacy, describes the steps of conducting the assessment, and explains how the results are used to prescribe training. The session is based on research now under way. Handout included.

*Audience:* Technical trainers, data processing trainers, or anyone likely to implement a computer literacy training program.

*Length:* 60 min.

## American Society for Training and Development



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Parry/Improving Skills	100 min.				\$180	\$200
Zemke/Computer Literacy	60 min.				\$165	\$185

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