

MAILBOX

Certified Performance Technologist

In "The Future of Performance" by Joe Willmore [August], I was disappointed to find that the new CPT designation was referred to incorrectly. On page 29, an expert is cited in the first full paragraph saying, "The CPT [certification performance training] designation...." CPT stands for certified performance technologist.

Denise A. Klomp
CPT

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Editor's Note

Thank you for taking the time to correct us. CPT is the acronym for certified performance technologist.

For more information on this certification,

 http://astd.org/astd/education/cpt_certification

Training Nightmare Thanks

I just read the article "Training Nightmares" by Eva Kaplan-Leiserson [October], and I have to say thank you for making us all see the humorous side of our humanity when it comes to delivering a presentation. I have another story for you.

Years ago, I was a trainer for a major secondary mortgage corporation in Washington, D.C., and I traveled a lot. As I started a seminar in a hotel meeting room in Lincoln, Nebraska, I proceeded to write my name in black ink on the dry erase board, including my company's name and other contact information. When the seminar was done, I went to erase the board and realized that the marker I had been given was permanent ink!

A wave of fear hit me, being a fairly new trainer at the time, and I began to think I'd really shot myself in the foot. I had to go to the hotel staff and ask for finger nail polish remover. (Make note trainers: works miracles on permanent markers.) But we did survive that incident, and I did stay employed with that Fortune 500 company. Lucky me!

Thanks for sharing this article.

Naomi J. Kinney
Director, Hospital Education

Likert Thoughts

I am writing in response to the "Rethinking Likert" article [September]. As head of people development for a large financial operation in the Caribbean, I'm interested in 360 models and practice as part

of my role and responsibility for leadership development.

Thanks for your article. I'll look for more of this type of quality input for those of us in the performance management and training arena across the globe.

Marco A. Nozicka
Head of People Development
FirstCaribbean International Bank
Barbados, WI



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Star of NBC's hit show ER

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