

Contents

Preface	xiii
The Difference Between Training and Consulting: Which Annual to Use?	xix
Introduction to <i>The 2006 Pfeiffer Annual: Training</i>	xxiii

Experiential Learning Activities

Introduction to the Experiential Learning Activities Section	1
Experiential Learning Activities Categories	5
Do Differences Divide Us? Learning About Diversity <i>M.K. Key</i>	11
Opposite Chair: Learning to Ask Questions <i>Chai M. Voris</i>	15
Pygmalion: Using the Power of Expectations for Developing Subordinates <i>Parth Sarathi</i>	19
Self-Powered Vehicles: Learning to Work as a Group <i>Pat Murphy</i>	31
Soda Can Carry: Building a Team <i>Kristin J. Arnold</i>	39
Picture This: Introducing Participants <i>Carrie Reilly and Mark Rose</i>	43
Word Cards: Reinforcing Learning <i>Steve Sphar</i>	47
Lyrical Look: Finding Insight in Songs <i>Lenn Millbower</i>	51

Critical Reflection Relay: Reviewing What Was Learned <i>Bonnie Jameson</i>	55
Rolling for Review: Reviewing Key Learning Points <i>Gail Hahn</i>	61
Keynote Closer: Polishing the Gems <i>Frank A. Prince</i>	63
What Is Moral Character? Defining Character <i>Homer H. Johnson</i>	69
How Do I Acknowledge Thee? Giving Praise When Due <i>Teri-E Belf and M. Sheila Collins</i>	75
Board Meeting Simulation: Establishing Leadership Perspective <i>W. Norman Gustafson</i>	85

Editor's Choice

Introduction to the Editor's Choice Section	91
<i>El Quixote</i> and the Quest for Management Skills <i>Teresa Torres-Coronas</i>	93
Why Sales People Fail <i>Jeffrey P. Bosworth</i>	103
How to Protect and Profit from Your Training Assets <i>Diane M. Gayeski</i>	107

Inventories, Questionnaires, and Surveys

Introduction to the Inventories, Questionnaires, and Surveys Section	115
Assessing One's Own Facilitation Skills <i>Lois B. Hart</i>	117
Measuring Employee Resilience <i>Jeffrey Russell and Linda Russell</i>	127

Articles and Discussion Resources

Introduction to the Articles and Discussion Resources Section	143
Plan by Turning Time Around <i>Stephen Randall</i>	145
**Who Am I and Where Do I Fit Today, Tomorrow, and Beyond? <i>Neil J. Simon and Fred Zimmer</i>	155
Training Personnel to Use Speech Recognition Software <i>Martha C. Yopp</i>	169
Reluctance to Role Play <i>Susan El-Shamy</i>	177
Nuts and Bolts: Checklists for a Faultless Workshop <i>Lois B. Hart</i>	185
Connecting Training to Performance <i>Tyrone A. Holmes</i>	197
The Inside Track <i>Ajay M. Pangarkar and Teresa Kirkwood</i>	205
Applying Recognition to Training and Development <i>Bob Nelson</i>	211
Where Are the Grown-Ups? Developing Mature Leaders <i>Lisa J. Marshall</i>	217
Narcissistic Managers: An Impediment to Organization Development <i>Marlo E. Ettien</i>	237
Emerging Knowledge Management Trends <i>Worachat Buranapunsri, Robert Jordan, and Zane Berge</i>	241
Contributors	255
Contents of the Companion Volume, <i>The 2006 Pfeiffer Annual: Consulting</i>	259
How to Use the CD-ROM	263
Pfeiffer Publications Guide	265

**Topic is cutting edge.