

## **Harkcon Coast Guard Training Support Services Associates are recognized for a Job Well Done!**

Harkcon provides training analysis, design, development and implementation including instructor-led and web-based training, drill and exercise development, and job aid and electronic performance support development services as part of the U. S. Coast Guard's Training and Technical Support Services (TTSS) contract. Several of Harkcon's TTSS employees have recently been recognized for their great achievements.

**Rolando Diaz** (Incident Command System (ICS) Instructor at TRACEN Yorktown (TCY)) has been the most-traveled, mobile ICS instructor over the past year. He travels to Coast Guard units all over the country to present required ICS curriculum and exercises to Coast Guard personnel. He recently received kudos from the Preparedness Officer at one of the Sectors he visited who writes "*...I just wanted to let you know what a great job Rolando Diaz is doing in running/teaching the ICS-300 class...he is a great instructor, very dynamic, knows the material exceptionally well and manages the course in an exemplary manner.*"

**Jim Craumer** (ISD at TRACEN Cape May, NJ) **and Pam Pollara** (Performance Analyst) will be recognized at this year's International Society for Performance Improvement (ISPI) Awards recognition ceremony (on April 27<sup>th</sup>, 2015) and will receive an ISPI Award of Excellence for their work on the "United States Coast Guard (USCG)-Uniform Distribution Center (UDC) SOP, Uniform Issue and Training Handbook." The SOP/Recruit Issue Handbook serves to reduce the training time required for a new hire to become a competent performer, ultimately resulting in a savings of training time and expense. **Jim Craumer** will also be leading a round table discussion at THE Performance Improvement Conference 2015 on "Accessing Your Organization's Training Return on Investment (ROI) Using Culminating/Capstone Events." You can read the entire abstract at <http://www.performanceexpress.org/2015/01/accessing-your-organizations-training-roi/>

**Paula Ross** (Performance Analyst at FORCECOM Norfolk, VA) was acknowledged for her work on the Fuel Management TTP (tactics, techniques and procedures). Her outstanding performance in a very technically detailed area included expertly managing input from a diverse group of personnel during a very dynamic time period, and deftly leading multiple adjudication meetings. The resulting TTP is expected to be a critical addition to the Coast Guard's fiscal management efforts.

**Nancy Almeida** (Instructional Systems Designer (ISD) at Leadership Development Center in New London, CT) was recognized for her recent work with the Coast Guard Officer Candidate School (OCS) curriculum review. A LCDR writes to Nancy "*...you are doing an amazing job and we are very lucky to have your historical knowledge and instructional design expertise. Your efforts are making a huge impact on the OCS Program and will greatly benefit the performance of future Officers in the Coast Guard. Thanks for all you do!*" Later in the month, Nancy also received recognition for her contributions to a working group that designed the Sexual Assault Prevention and Response (SAPR) training through the Leadership & Management School (LAMS).

**Celeste Jackson** (Performance Analyst at TRACEN Petaluma, CA) was recognized as project lead on the Cutter Systems Manager (CSM) Job Definition and Training Requirements Analysis. She set the standard for the other analysts to follow on how to initiate and execute a professional analysis project. Her material and room preparation were all top notch, and she received positive feedback from teammates and stakeholders.

### **ABOUT HARKCON, INC.**

Harkcon, Inc. provides a wide range of comprehensive organizational and workforce performance analysis and customized, innovative solutions in the public and private sectors. Focusing on analysis and solutions that improve worker, workplace, and organizational performance, Harkcon specializes in identifying the needs of a workforce and the appropriate organizational, leadership, and management interventions required to bring motivation and performance to unprecedented levels.

A veteran-owned small business founded in 2005 and based in Fredericksburg, Virginia, Harkcon was named *Diversity Business's* "Top Veteran Owned Business" for the fourth consecutive year (2013), made the *Inc. 500/5000* List for the fifth consecutive year (2014), and was recognized on *Virginia Business* and VA Chamber of Commerce's "Fantastic 50" list for the third consecutive year (2013).

For more information on Harkcon, Inc. and the services they provide, please visit [www.harkcon.com](http://www.harkcon.com).