

# L. Michael Wykes, CPT



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## Instructional and Performance Design Consultant

Mike has been a successful leader, consultant, and practitioner of instructional design and human performance development for more than 15 years. He has led and successfully completed numerous interventions that have contributed directly to significant improvement in organizations in the manufacturing, healthcare, government, education, and service arenas.

Prior to joining Media 1, Mike assisted the Federal Emergency Management Authority (FEMA) in Florida enhance its critical processes in preparation for the 2006-2007 hurricane season.

Mike has designed learning initiatives for both online and other delivery methods

as well as on-the-job improvement tools for sales, human resources, call center, software, executive and line leadership, and technical positions in software and manufacturing.

Mike has authored chapters in nationally published books relating to training and performance improvement including the best-selling ASTD text *Moving from Training to Performance* and several college level textbooks. He has been a regular conference presenter at the International Society for Performance Improvement (ISPI), American Society for Training and Development (ASTD), American Society for Quality (ASQ) as well as a key presenter for groups such as the New York State Trainer's Association.

## Professional Experience

Media 1, Instructional Design Consultant & Producer	2006 to present
Independent Consultant (Performance & Process Improvement)	2005 - 2006
Priority Health Systems, Sr. Manager of Organizational Improvement	2003 - 2004
Steelcase, Principal Performance Analyst, Consultant, Sr. Program/Instructional Designer	1986 - 2002
Blue Cross & Blue Shield of Michigan, Manager, Sales Training & Motivation, Leader, Corporate Development Programs	1982 - 1986

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Founded in 1993, Media 1 is an award-winning instructional design and consulting company that develops custom training and learning solutions. Our innovative development process brings functionality, versatility, creative delivery methods and unique detail to every project.

Media 1 has built an extensive portfolio of successful, award-winning projects for clients including Dematic, Hewlett-Packard, Meijer, Siemens, USF Holland, and X-Rite.

## Education & Professional Development

Masters Degree, Human Resource Development, Western Michigan University, Kalamazoo, Michigan

Masters Degree, Educational Leadership, Western Michigan University, Kalamazoo, Michigan

Bachelor of Arts, Education, Michigan State University, East Lansing, Michigan

Certified Performance Technologist (CPT), International Society for Performance Improvement (ISPI), American Society for Training & Development (ASTD), and APQC, 2004

Process Improvement Methodology Certification, Rummler-Brache, Inc., 1998

Performance Consulting and Analysis Certification, Partners-in-Change, 1997

## Honors

Editorial Board, 1999 to present, *New Perspectives in Organizational Learning, Performance, and Change* book series, Perseus Publishing

## Presentations & Appearances

- American Society for Training and Development (ASTD) regular session presenter at annual international conferences, 1998 to present
- International Society for Performance Improvement (ISPI) regular session presenter at annual international conferences, 1998 to present
- Western Michigan University, Kalamazoo, Michigan, guest lecturer, graduate level
- New York State Trainer's Association, keynote workshop presenter at annual conference, Albany, New York, 1998
- International Quality and Productivity Center (IQPC), keynote presenter, 1998
- Annual Training Director's Forum, Las Vegas, Nevada, presenter, 1999 to 2001

## Publications

- Wykes, M., "Performance Focused HRD"; in Maycunich Gilley, Ann, et al, (ed.) Critical Issues in HRD: A New Agenda For the Twenty-First Century, Perseus, Boston, December 2002
- Wykes, M., "Holistic Training - Beyond the Classroom"; in Burke, Lisa A. PhD (ed.) High Impact Training Solutions: Top Issues Troubling Trainers. Quorum Greenwood Publishing Group, Inc., 2001
- Wykes, M., et al. "Performance Analysis Case Study"; in Phillips, Jack (ed), In Action: Performance Analysis, ASTD, San Francisco, 1999
- Wykes, M., "Being a Performance Analyst at Steelcase"; in Robinson, Dana and Robinson, James (ed.), Moving Beyond Training. Berrett-Koehler and ASTD, 1998
- Wykes, M., "Commitment in the Workplace" (Book Review); in Human Resource Development Quarterly, ASTD, Jossey-Bass, 1998, Vol. 9
- Wykes, M., Pre-publication review for vanAdelsberg, David and Trolley, Edward; Running Training Like a Business; Berrett-Koehler, 1999

## Professional Affiliations

- International Society for Performance Improvement (ISPI), Past chapter president, local and national member, 1989 to present
- Professional Society for Sales and Marketing Training (SMT), national publications committee member, 1990 - 1996
- American Red Cross, Designed and carried out a comprehensive performance analysis project for the Board of Directors (West Michigan)