

5 Steps to Expert

How to Go from Business Novice to Elite Performer

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You weren't born great. To be expert, you have to learn it and earn it. Dr. Paul Schempp has spent close to two decades studying just how elite performers reached the pinnacle of performance.

In **5 Steps to Expert : How to Go from Business Novice to Elite Performer**, he shares the proven principles for outperforming your competitors. Using cutting edge research and real-world examples, the practical and progressive steps experts follow to consistently achieve outstanding results are revealed to you, and the easy-to-apply exercises will have you moving toward expert in no time.

5 Steps to Expert is an easy-to-read roadmap for leaders, executives, and managers who aspire to advance to the highest levels of performance. After reading this book you will know:

- why experts see the world differently
- the two things experts do that give them a superior memory
- why so many people miss the lessons of experience that experts get every time
- the 3 "must" steps in developing the skills that will make you successful
- how to become a forward thinker and better decision maker
- the little lesson for turning failure into success
- what experts do to see the future

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Finally! A book that gives us the REAL formula to achieve success and enhance our expertise.

Diane Bogino, President,
Performance Strategies, Inc.

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Paul G. Schempp

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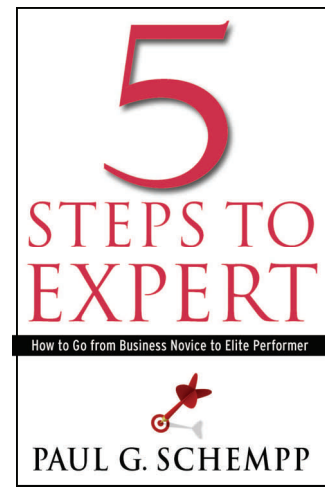
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Meet the Author



Dr. Paul G. Schempp is an expert on expertise. Named the 2004 Distinguished Scholar by the International Center for Performance Excellence, a senior Fulbright Research Professor to the University of Frankfurt, Germany, and a Professor at the University of Georgia, he has spent close to two decades conducting award-winning research into the characteristics and development of expertise. Being the author of six books, more than 90 articles, and delivering more than 200 presentations to organizations in 20 countries has made Paul an internationally renowned authority on the development of expertise. Applying research to practice, Dr. Schempp has designed performance programs for organizations in England, Germany, Mexico, Singapore, Sweden, and the USA. He also coaches winners on the PGA, European PGA, and LPGA professional golf tours.



I wish I had these tools in my toolbox a long time ago!

Dwight Hawksworth,
President, Sigma Consulting
Group

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Step One: Beginner

There is no getting round it—everyone starts here. With limited experience, knowledge, and skill, beginners rely on established procedures to guide decisions, attempt to mimic the skills of experienced others, and conform to the traditions of the workplace. Providing beginners with clear rules and practical examples speeds their progress to the next expertise step.

Step Two: Capable

Experience leads to the knowledge and skill necessary to perform one's tasks at a capable level. Capable performers have functional skills and understand their task requirements. Rather than a strict reliance on rules, they are able to respond to situations and use strategic knowledge to make decisions. While they learn best from experience, they accelerate progress by using multiple workplace information resources.

Step Three: Competent

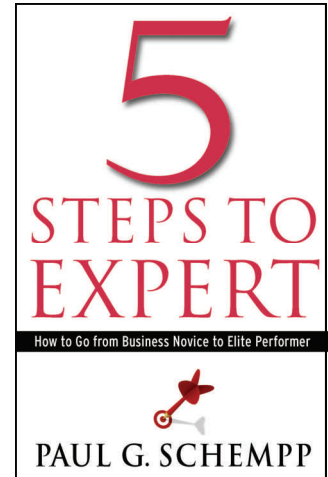
When long-term goals are the foundation of decisions, planning is done contingently, analyzing situations separates the important from the unimportant, and a sense of timing is used when taking action, the result is a competent performance.

Step Four: Proficient

Proficient performers are consistently well above the average. Feeling a strong sense of responsibility for results, highly developed perceptual skills, solving problems using forward thinking, letting routines handle mundane daily tasks, and being able to predict the likely outcome of actions form the foundation for proficient performances.

Step Five: Expert

When very few people can do what you do as well or as consistently, you have reached the level of expert in your field. Intuitive decision making, extensive knowledge and experience, graceful skill execution, meeting failure with alternative actions, and continual striving to do better tomorrow have brought you to this rarified level.



5 Steps to Expert has provided valuable information for those seeking to become experts and even for those of us seeking to help members of our staff become expert.

Kelley Lessard, Director of Advancement, Massachusetts Maritime Academy

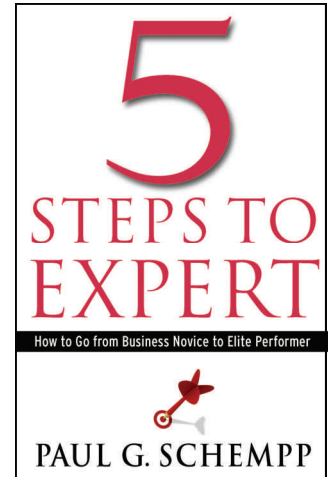
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Suggested Interview Questions

- In *5 Steps to Expert*, you state that experts are made, not born. Do you believe anyone can become an expert?
- Where do most people stumble or stop in becoming expert, and why?
- Can anyone benefit from this book, or was it written exclusively with business people in mind?
- In the book, you write about the “3 Keys to Expertise.” What are those keys, and what makes them so important to developing expertise?
- Can you tell us a little about your own journey to becoming expert? How did you get started, and what step do you believe yourself to be on presently?
- At the end of each chapter, you have exercises for the reader. Is it important to undertake these exercises, or can you become expert just from reading the book?
- If someone is already an expert or close to it, would they gain any benefit from reading *5 Steps to Expert*?
- In the book, you use both research findings and stories of real people becoming expert. Research and reality are not always a good combination. Why did you take this approach?
- Who are some of the more interesting people, and what stories do you tell of them in the book?
- When I finish reading this book, what will I be able to do then that I can’t do now?



5 Steps to Expert offers busy executives some food for thought and practical advice about how to develop capacity and expertise for the demands of modern business, and how to find an extra gear of mental performance. The book provides a nice framework for addressing a lot of the issues we are currently facing in executive education.

Dr. Kevin Morris, Director of Executive Development, University of Auckland Business School

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