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Zitto Achieves Prestigious Workplace Performance Improvement Credential

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Johanna Zitto, president of JZ Consulting and Training, Inc., has earned the prestigious [CPT - Certified Performance Technologist](#) designation by the International Society for Performance Improvement ([ISPI](#)).

CPT designation represents the highest standard of a systematic, research-driven approach to improving organizational and individual performance. It was developed in response to private and public sector demand for professional, measurable criteria to distinguish proficient performance improvement practitioners. The assessment process requires CPT candidates to prove that their work accomplishments abide by the results-driven standards set forth by both organizations, through a combination of client attestations and a review of work products by qualified peers.

“Having studied, applied, and trained on the continuous quality improvement (CQI) process, established a reputation for designing performance improvement interventions that meet unique client circumstances, and completed [ASTD’s Human Performance Improvement \(HPI\)](#) certification series, CPT was a logical next-step for me. Basically, all of these approaches share similar fundamental principles,” says Zitto, “a focus on results. The ‘sheep dip’ or ‘spray and pray’ methods don’t deliver the sustained results needed in today’s workplace.”

Ms. Zitto has been consulting and training for more than 20 years in management and supervisor development, sales development, continuous quality improvement, and customer service. Her training programs have earned university and professional association accreditation and award nomination for the creative and interactive methods used to achieve performance results. She is a member and past-chapter president of the American Society for Training and Development (ASTD) and the International Society for Performance Improvement (ISPI.)

JZ Consulting and Training Inc. is based in Cherry Hill, NJ.
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