



The GOOD News

Why I Value the GOOD Network by Cathi Balboa, President



This summer my dad's older brother passed away. He had lived a long life....91 years, and had been active to the end. While in Cincinnati for the funeral, I was drawn to his kitchen wall calendar and leaned in to take a closer look at his notations on certain days for the month of July. "Brass Concert, Bible study group, volleyball, bus trip to museum, nutrition fair, etc." Yes, you read it right. Volleyball for seniors and I'm told they had won their last three games after my Uncle Earl had joined the team. Amazingly, not one of the 12 -14 entries for July was a Doctor's appointment.

His calendar entries reminded me of a conversation that I had with him in the spring of 2005. He had gone a day trip with the Seniors' group to a small town along the Ohio River and he was sharing information that he had learned from the guide about how cleverly and uniquely one of the bridges was engineered and constructed. Five minutes later he was recounting a musical and dramatic performance he had attended the previous week, how talented the performers were, and how they had staged particular scenes to make it more authentic. I commented to him that I was glad he was going on these outings and continuing to try different things. He replied with great enthusiasm, "Well I'm just amazed at how much I still don't know and how many new things there are to learn about."

So what does the GOOD Network have to do with my Uncle Earl? When I attended my first GOOD Network meeting back in 2003, I left recharged by the presentation, the group discussion, and by new people who were open and eager to learn new things, and to have their thinking reshaped or

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Bob Anderson Provides Insight on Leadership at the August 10th GOOD Meeting

"The connection of his tool to solid research and statistical data. Also, the practical examples he gave. This was some of the best statistical backup I've seen for a tool."

-Feedback about what was valuable from Bob Anderson's presentation at the August Meeting.

Want to know more? Visit the Member Forum section of our website for the full presentation. Also, visit http://talentmgt.com/learning_development/2007/August/393/index.php to read a related article on self awareness that cites Bob!



Meet “SARA”

When giving survey feedback to clients, you may benefit from first introducing them to this model known as SARA. SARA is a natural response to receiving personal feedback. I give the client this worksheet just before I provide feedback, and it helps them work through the process of acceptance. At various points during/after the session, I may also ask “What side of SARA are you seeing?” to further the dialogue.

Mari Yentzer Rains
OD & Training Manager
University of Central Florida

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Surprise

When you first read your feedback, you may be surprised, or even shocked. You may not be sure how to respond. This reaction is natural and healthy. You are simply protecting yourself from taking too much too quickly. When you are surprised, the best action is no action. Don't try to make decisions or plans - simply trust that this feeling will pass.



Anger

Surprise can then be replaced by anger. "They have no idea what I have to go through everyday." Don't take any action while you are feeling angry, you will only do damage. Once again, anger is natural and will pass. Since the feedback came anonymously, you may wonder, "Who said what?" This kind of response is counterproductive. First, this is an anonymous process and you need to honor this commitment. Second, your guess may be wrong. Third, it will only distract your focus from the issues brought to your attention and the changes that may be necessary.



Rationalization

During Rationalization, you are likely to think of "reasonable" explanations for your results. During this phase you may try to make sense of the feedback by making excuses, "Well, I wasn't surprised they rated me low on planning. After all, they've only know me for two years. Once they really get to know me..." Some rationalization is appropriate. Too much rationalization is not.



Acceptance

You can now look at the feedback with some degree of objectivity and take from it what is useful. You can digest what you've read more objectively and determine what provides the greatest value to you on your journey to be a more effective leader.



We cannot rush the SARA process. It moves at its own pace. When feedback is overwhelming or particularly surprising, we may find ourselves remaining in Surprise and Anger for a long time. At other times, we may feel ourselves moving through the stages quickly.

Welcome New GOOD Network Members

Here are our newest members who joined us in July—September!

Pam	Barry	Customerforce.com
Margie	Chusmir	UCF
Michael	Cooney	Michael B. Cooney Strategic Advisors
Jerry	Fallin	
Melissa	Harrell	UCF
Stephanie	Jankowski	UCF
Dave	Kesting	Walt Disney World
Ilene	Koller	
Donna	Long	Learning Journey Inc.
Michael	Moniz	UCF
Marcela	Moschovich	
Kizzy	Parks	Florida Tech
Kathy	Perno	Florida Hospital
Juan	Ramirez	ASTD
Dawn	Leonard	Student/Universal Orlando
Melissa	Van Dine	Celebrity Resorts
Alexie	Velez	
Lisa-Marie Villavicencio		Team Force Staffing

This Month's Member Spotlight: Nancy Tallent

In response to your requests to learn more about your fellow members and their specific areas of expertise, we have developed the "Member Spotlight" section that will be an ongoing feature of our newsletter. We will be spotlighting both internal and external consultants and are especially interested in highlighting our newer members.

Nancy Tallent, Vice President, Human Capital Schenck Company
www.schenck.com

What is your specific area of expertise within the OD field? Leading organizational change and strategic business and talent planning.

What do you love most about what you do?

Learning about the business drivers and the friction points – where things aren't working – and developing solutions and strategies to address them. Seeing the measurable business results of effective human resource partnerships.

What is the one "hot topic" relevant to the OD practice that is on your mind right now? Talent Management and Succession Planning. These are bottom line challenges for organizations.

What quick tip, idea, or tool relevant to the OD practice can you share with your fellow GOOD members? Develop great listening skills. Listening is fundamental to consulting and essential for creating strong partnerships.

What do you find most valuable about the GOOD Network? The level and variety of expertise among the members, the idea exchange and the strong development/learning focus of the GOOD Network.



OD Thought to Ponder:

A good Organizational design can significantly enhance organizational effectiveness, productivity and employee morale while a poor design can actively prevent the organization from being successful.

Quotable Quote:

Logic will get you from A to B. Imagination will take you everywhere.

-Albert Einstein



Dear OD

Dear OD,

“What is this thing called Appreciative Inquiry? I’m starting up a new task force at work and I thought maybe I could apply some principles of AI as we begin to brainstorm about our purpose and strategy. What might be some good first steps?” Sincerely, AI challenged

Dear AI,

Great question! Part of the positive psychology movement, AI is more than an OD tool, it is a revolutionary way of looking at how we can best effect constructive, meaningful and sustainable change in organizations. According to the originator of this approach, David Cooperrider, AI is “an art and practice of asking the unconditional positive questions that strengthen a system’s capacity to apprehend, anticipate and heighten positive potential.”

Instead of using deficit thinking and approaching organizations as problems to be solved, AI employs possibility thinking, seeing organizations as a mystery to be discovered. AI offers a generative, affirming and collaborative approach that includes representation from the entire system. Central to the process are interviews (conducted by team members, not consultants) and the evocation of stories and themes that become foundational to the work of the participants.

Because organizations grow in the direction of what they study, at the heart of this process is the art of posing a question – a challenging, inspiring focal point for the work. For your new task force, you might get started by asking a positive question. Rather than “how do we solve this problem?” ask a question that will draw out the participants best hopes and dreams for the change you seek. For example, “What would the future ideally look like and feel like?” As you continue with the process, you and the team will deepen the inquiry as you involve other voices and perspectives, and ultimately you will be ready to take concrete steps to implement your changes.

To guide you and your team in using AI, I recommend *The Power of Appreciative Inquiry, A Practical Guide to Positive Change* by Diana Whitney and Amanda Trosten-Bloom – it includes both the theory and application of AI in organizations.

Sincerely,

Jennifer Joy Walker Jennifer@fullcolorliving.com



Communication Updates from the GOOD Network Leadership Team

Communication guidelines have been developed with the guidance of the membership and posted on the website. Thank you to all members who shared your feedback!

If you are an OD vendor/consultant who would like to advertise for a nominal fee in our next issue, please contact Pete Westlake at pwestlake@northhighland to review the guidelines.

We will be offering an OD vendor/consultant table at future meetings. Items that are welcomed are brochures, flyers, business cards, or other information on upcoming professional OD-relevant events and development opportunities.

Have a tough problem or question that you would like to submit? Please send your questions to pwestlake@northhighland.com and we will seek out an answer from one of your peers in GOOD.

Beyond GOOD! Job Postings

alk :: Forum List ▶ **Organizational Development Job Postings**

	Topics	Replies	Views	Author	Last Post
	OD & Learning Partner - HSN - St Pete	0	1	chasek	2007/09/28 01:02 by chasek
	Sr Org Effectiveness Consultant - Midwest US	0	4	chasek	2007/09/26 00:02 by chasek
?	Speaking Opportunity - Workplace/Personal Stress	0	3	chasek	2007/09/25 23:35 by chasek
	Sr. Manager, Global Staffing - Houston, TX	0	3	chasek	2007/09/24 19:04 by chasek
	Training & Dev Mgr - Jax	0	4	chasek	2007/09/21 04:44 by chasek
!	Speaking Opportunity on GOOD to Great: Act Quick!	0	6	chasek	2007/09/17 16:27 by chasek
	Sr ISD/Project Mgr - Publix (Lakeland)	0	6	chasek	2007/09/07 03:13 by chasek
	Director, T&D, New York	0	4	chasek	2007/09/07 01:02 by chasek
	ISD Positions - Work from Home	0	7	chasek	2007/09/07 00:56 by chasek
	Mgr Leadership Dev - Tupperware	0	10	chasek	2007/09/04 03:52 by chasek
	OD Consultant II - ORHS	0	14	chasek	2007/09/04 03:48 by chasek
	Leadership Development Sales & Marketing Las	0	7	pndbedard	2007/08/31 22:04 by pndbedard

This information is accessible in the Member Log-In section of our website. For more instructions on how to obtain a log-in, email info@goodnetwork.us



This is an extract of only the most recent postings. For more listings please see our website www.goodnetwork.us.

Personal Development Opportunities

OD Network Conference “Report-Out” - If You Can’t Make The Conference, Don’t Miss This!

Cathi Balboa, President of GOOD, will be attending the ODN conference as our Regional Affiliate representative. She is hosting an informal “report-out” session on Monday, November 5th at 6:30pm (Location TBD). Watch your email for more info!

Human Performance Improvement Certificate Program at Valencia

Valencia Community College in partnership with the Central Florida Chapter of the American Society for Training and Development and the National Chapter of ASTD, are pleased to offer this professional development certificate program for business professionals. Benefits to our program:

- Each course is offered in three-day format in Orlando, Florida
- You can complete the certificate program in one year.
- Our instructor is Joe Willmore, who helped author the ASTD program and is a leading HPI practitioner.
- The level of service during the workshop is outstanding!

There are a total of five courses required to earn the HPI certificate of completion. As you complete each course, you will receive a certificate of completion from Valencia Community College for 2.1 CEUs. Upon completion of all five courses, you will receive the ASTD Certificate in Human Performance Improvement from the National Association. The five courses are:

1. Human Performance Improvement in the Workplace
2. Analyzing Human Performance
3. Evaluating Performance Improvement
4. Selecting and Designing Human Performance Interventions
5. Transitioning to Human Performance Improvement

Get more information at <http://www.valenciaenterprises.org/hpi.htm>





**Greater Orlando
Organizational
Development Network**
E-mail:
info@goodnetwork.us

WE'RE ON THE WEB!

WWW.GOODNETWORK.US



Founded in 2003, the
Greater Orlando
Organization Development
(GOOD) Network is an
organization for
Organization Development
(OD) professionals who are
dedicated to continuous
learning and sharing of best
practices, tools, and
techniques.

GOOD Events

Bi Monthly Meetings:

- Friday, October 12th, 2007 - Joint Roundtable Meeting w/
Central FL Chapter of ASTD
Location: Nova Southeastern University (near Millenia Mall)
- Monday, November 5th, 2007 ODN Conference "Report-Out"
hosted by Cathi Balboa, 6:30pm
Location: TBD
- Friday, December 7th, 2007 - Insights on Tavistock, National
Training Laboratories (NTL)
Speaker: Luis Marrero, FARO Technologies
Location: Marriott Vacation Club's Talent Experience Center

Other Upcoming Events

OD Network Conference 2007, October 21-24, Baltimore, MD Marriott Waterfront. We're being offered the OD Network member discount (**use code REG**)--even if we're not members of the OD Network.

Visit www.odnetwork.org/conf2007 to register.

Central FL Chapter of ASTD End of Year Celebration

Work hard, play hard! Let's end the year with a bang as CFC-ASTD is proud to bring you Sharon Fisher from [Play with a Purpose](#). This evening promises to be an eventful and interactive experience you'll be talking about well into the New Year! Don't forget the Silent Auction (details to come)!

Why I Value the GOOD Network *(Continued from page 1)*

refined by the contributions of others. I was elated because I knew I had found "my tribe" even though there was no one there that I had met before.

Over the years, the speakers and presentations have been great and so varied, but it is the attitude of the GOOD Network and its members that I find most attractive: they are friendly, collegial, open to sharing their experiences, always willing to jump into an activity or discussion topic, not hung up on posturing, being the expert, or knowing it all. My wish is that as the GOOD Network continues to grow in size and longevity, it continues to be a group with "great heart" where we can also joyously announce, "Well I'm just amazed at how much I still don't know and how many new things there are to learn about." I know my Uncle Earl has certainly expanded my thoughts about what it really means to be "a life-long learner".

Cathi Balboa, President GOOD Network