



The GOOD News

Welcome to our new President-Elect, Patty Bedard!

We are delighted to announce that Patty has graciously accepted the position of GOOD Network President-Elect!

Patty is the Senior Manager, Leadership Development for Sales & Marketing for Hilton Grand Vacations. She supports her company globally, from NYC to Tokyo. Her team is responsible for the design, development and implementation of a selection and development system for sales and marketing front line and leadership positions for all regions. Patty and her team also develop and implement leadership skills through competency based curriculum design, provide targeted learning support, provide coaching, reinforcement of skills, and team building/interventions.

Patty has an operations background with



over 14 years of experience in management. She passionately made the transition to developing leaders 8 years ago at Darden Restaurants. She earned a Bachelor's degree in Organizational

Leadership from Mountain State University and has various relevant certifications in the fields of L&D and OD. Born in El Salvador and having lived in cities like Queens NY and Fort Myers FL, she now lives in Clermont with her wonderful husband and two girls.

See page 4 for fun facts and words of wisdom from Patty.

Volume 2 Issue 5

Sept/Oct 2008

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August Meeting — The Practical Use of Data



Our meeting on August 8th was another very well attended, practical, and highly informative session!

Dr. Jonathan Canger and Dr. Steven Hall (left photo) of Marriott Vacation Club International expertly facilitated the meeting, giving us an in-depth examination of survey data using real-world findings and interactive exercises. They discussed the benefits and limitations of surveys, statistical issues, and practical limitations at the organizational level, and how these intersect to drive our decision-making processes. Thanks to our presenters for an excellent session!



Jerry Salsburg

Special Thanks to our host Vicki Lavendol—Gaylord Palms!



Wendy Grauer



A Day in the Life of "GOOD" Practitioners

OD is an exciting field that offers significant opportunities to impact the vitality, effectiveness, and viability of our organization and its people. OD encompasses a wide range of skills and initiatives, and the OD practitioner's job is varied and diverse, with no two jobs being alike. Therefore, we thought you would be interested in getting a glimpse into the work world of your OD colleagues, which captures this rich diversity of OD roles.



make a positive difference in my clients' personal and professional lives, and to help their organizations become more effective and profitable. I am exposed to and learn the best practices from the best global companies, thus I am blessed to always be in learning mode. This role is the height of my professional career and I feel fortunate to work for YSC, Ltd.

Sheryl Kurland, Relationship Trainer, Everlasting Matrimony

We solicited your input, asking you to describe your main roles and responsibilities as an OD practitioner and what you like most about your job. (If you did not receive an email from your newsletter editor Jocelyn Corville, Jocelyn@executivecoachorlando.com, please let us know so that we can add you to our email list). Thank you to those of you who took the time to reply. Here is what you told us for *A Day in the Life of "GOOD" Practitioners*:

Gary Owens with Florida Hospital's Leadership Development

I support the leaders of Florida Hospital, including nursing, clinical and non-clinical, by providing education and consultation on topics such as Time Management, Change Management, Building Trust, Teamwork/Team Building, Critical Thinking, etc. I also am responsible for a process improvement program called the Grassroots Initiative, a 3-Day program where participants learn the process improvement steps through teamwork and team building. Additionally, I provide leader coaching and developing growth plans utilizing 360 degree evaluations, Myers-Briggs, and DiSC assessments. Lastly, I provide consultation to specific leaders and departments on special needs and requests. I absolutely love seeing leaders I've coached or teams I've facilitated reach that "ah ha" moment because that's when true development launches!

Dr. Leslie Miller, Owner, LanneM TM, LLC

I spend my days designing selection, development, and performance management tools and programs to help my clients solve their business problems. What I like most is taking what we know from science (or multiple disciplines), and using this information to create innovative, pragmatic, and cost-effective solutions to client business problems. I also LOVE seeing the results of my interventions!!

Luis Marrero, Senior Consultant, YSC, Ltd.

My Duties as a Senior Consultant: My specialty is to assess, coach, develop and consult to senior executives of Global Companies. I am qualified and certified to assess my clients using psychometric tools and behavioral-based interviews. My scope is international, even though much of my work is with Houston-based global clients. I work for YSC, Ltd. (www.ysc.com), with its corporate offices in London, England. YSC is considered the prime business psychologist consulting firm for Global Companies. I follow an Orthodox OD approach to my consulting, and have developed my own theory on LogoTeleology to help individuals, teams and organizations discover and apply meaningful purpose to what they do. My job allows me to

As a self-employed practitioner, I wear many hats as a Relationship Trainer to businesses, corporations, and professional organizations. I am also a book author, speaker, freelance writer, and writer of a syndicated weekly newspaper column called "Back-Talk!". The centerpiece of all of my work focuses on helping others create satisfying and rewarding personal relationships because, as research shows, "relationships" are the single most important factor affecting happiness – happiness at home, work, and every other facet of life. With cutbacks happening across the board in the business world, fewer people are being required to do more...making effective and positive relationships with others more critical than ever to a company's bottom line. I enjoy my work because the "pieces" are diverse, yet they share a "common denominator" that I am passionate about, and no two days are alike.

Jerry Salsburg (GOOD President), Organizational Development Analyst, Lockheed Martin

In my role as an OD Analyst in front of Leadership Development for a global Aerospace & Defense company, I interface with a variety of client groups, each with their own cultures and norms. Working within the framework of our corporate Leadership Competency model, the scope of my efforts includes program managing our 360 assessment/development, providing specialized team-building training, Instructional Design work, coaching senior leaders, facilitating strategy-development efforts, and consulting on performance management issues on both individual and corporate-wide levels. Working to enhance our leadership culture and capabilities is very exciting and gratifying (if not a bit daunting!).

Wendy Grauer, Cast Research Analyst II, Walt Disney World Resort

My areas of responsibility include providing consultation, project management and research support to Walt Disney Parks and Resorts research projects, impacting Cast Members across the globe. I consult with and deliver products and services to internal clients on quantitative and qualitative design, administration, analysis, reporting, presentation, and action planning on a variety of Cast research projects spanning from 5 to 80,000 responses on topics ranging from internal communications to benefits to leadership development. The best part of my work is seeing organizational culture, work environment, and leadership improvements occur as a result of the research insights we discover.

(Continued on page 4)

Welcome New GOOD Network Members!

Here are our newest members who joined us in August and September:

Melanie Brannigan	— Self-employed
Jean Campana	— Campana Consulting
Britta Gibbon	— McKesson



This Month's Member Spotlight



Angel O'Keeffe, MA

Director Student Success Center
DeVry Orlando



What is your specific area of expertise within the OD field?

My area of expertise and the area I am most passionate about is leadership development. Because I work with an unusual audience—DeVry University students quickly approaching graduation—I have the opportunity to help them develop skills relevant to their success whether they are future accountants or future computer engineers.

What do you love most about what you do?

I love that in offering students the tools needed to be successful in the workplace—leadership and communication skills—I am always doing something different. No leadership workshop is ever the same as the one before, and no two groups have the same needs or the same goals.

What is the one "hot topic" relevant to OD that is on your mind right now?

Using OD Best Practices to stay competitive and marketable even in a precarious economic time.

What quick tip, idea, or tool relevant to OD can you share with us?

Recognize that clients, both internal and external, often use the word *dislike* or *hate* as a synonym for fear. I hate change really means I fear change. This is significant as focusing on making clients like or enjoy a training or a development strategy is not going to increase our success or theirs if the real issue is fear.

What do you find most valuable about the GOOD Network?

So much knowledge and experience in one group of people who are truly willing to share those experiences and that knowledge is priceless. I can honestly say I've never left a GOOD meeting without having learned something.

Looking to Develop Your Skills? Our Mentoring Program Can Help!

Success in today's business environment is directly related to our ability to learn, grow, and adapt. Nowhere is this more true than for organization development professionals. Personal and professional development is a lifelong activity for most of us.

The GOOD Network Mentoring Program continues to grow OD talent in the Orlando area by offering mentors an opportunity to sharpen feedback and coaching skills, while mentees develop OD skills they learn from seasoned OD practitioners in the field.

All GOOD Network members are eligible for the program. If you are interested in participating as a mentor or mentee, please contact Barbara Yoli at barbara@changeresults.com or Patricia Wallace at patricia.wallace@disney.com. More information is available on the GOOD Network website.

Dear OD,

I'm searching for an excellent business book or two related to keeping current in the OD field. Do you have any recommendations?

*Sincerely,
Susan Sharp*

Dear Susan,

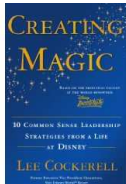
Thanks for your question, Susan. One highly recommended book is:

Senior Leadership Teams: What It Takes to Make Them Great, by Ruth Wageman, Debra Nunes, James Burruss, and Richard Hackman, 2008 (available from www.amazon.com).

Look for a book of local interest to be released on Oct. 14, written by Lee Cockerell:
Creating Magic: 10 Common Sense Leadership Strategies from a Life at Disney.

You will also find a list of recommended books on our website in the Lending Library section. Good news! We will be raffling off some of these books at upcoming meetings. As well, there is a list of recommended books on the national OD website www.odnetwork.org in the OD bookstore section.

*Happy Reading,
Your Leadership Team*



More from Patty Bedard, our new President-Elect:



Patty, tell us a fun fact about yourself.

On my trip to Japan this past July, the HR team from Tokyo escorted my leader and I to the city of Kyoto for an "experience." Little did I know that we were scheduled to go through a very intense, cultural experience which included dressing up in full Kimonos and walking around the city as Geisha girls. It was very hot that day, and I will never forget how much fun we had.

Would you share a "hot" OD-relevant tip?

Never forget that the most important competency for individuals in our roles is interpersonal savvy. You may have all the intellect and theories on OD but if the rapport, diplomacy and tact are lacking, your influence will only be skin deep.

A Day in the Life of "GOOD" Practitioners

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Kristin Chase, Manager, Management & Organization Development, Universal Orlando

I contribute to Universal Parks & Resorts through project management, data analysis, coaching, and consulting on employee satisfaction surveys, 360° Feedback, performance management, leadership development & team effectiveness, succession planning, ad hoc employee surveys, and selection tool development and assessments. As this list indicates, my job is varied and unique because I work with seven very diverse divisions within one company (everyone from entertainers to technicians to ride operators to professionals!), so the best part is that there is always a new challenge waiting around the corner!

Angel O'Keeffe, Director Student Success Center, DeVry University Metro Orlando

As Director of The Student Success Center at DeVry University, I have a nontraditional audience for my OD practices. I develop leadership, communication, and independent learning skills in future university graduates. In my role, I am able to impact local employers as I help their future employees develop soft skills and strong work ethics; and the students benefit as they achieve skills that lead to success in college and beyond. The greatest reward for me is in being present for those aha moments when students recognize behaviors and attitudes that impede success and take ownership of the tools needed to correct them.

We hope you enjoyed hearing from your OD colleagues!

Beyond GOOD! Job Postings

Position	Posted
Assistant Director of Career Management, Rollins	2008/09/29
Learning Solutions Internship, Disney	2008/09/29
Manager, Professional Development, Boston	2008/09/23
Senior T&D Specialist, Hilton Grand Vacations	2008/09/22
Employee Education Specialist, Sungard HTE	2008/09/09
Manager of Leadership Development, CHS (Orlando)	2008/09/07
SAP Change Management Consultant	2008/08/10
Senior OD Analyst, Superior Technical Resources	2008/08/10



These are the most recent postings only. For more information on these and previous postings, please see our website—www.goodnetwork.us.

Member Good News

Congratulations to the Orange County Clerk of Courts for winning the Governor's Sterling Award!



Sterling Great Practices Showcase—you are invited

It is Orange County Clerk of Courts' great pleasure to invite you and your colleagues to attend our 2008 Sterling Great Practices Showcase on the morning October 22nd. The Governor's Sterling Award, which is based on Baldrige criteria, recognizes organizations which exhibit excellence in the areas of performance, leadership, and operations. This free event features workshops on:

- Workforce Focus
- Process Management
- Leadership & Strategic Planning
- Customer & Market Focus

Descriptions of these workshops can be found on the website listed below.

The keynote speaker is John Strelecky, an author and speaker of international renown, who will share interesting insights about bringing passion to what you do. Kicking off our showcase will be Orange County Mayor Richard T. Crotty. The showcase will be held at the Orlando Science Center and is **limited to the first 250 registrants**.



If you have any questions, call Cathi Balboa at 407-836-6343. To register or for more info, please visit www.myorangeclerk.com/

We value your input

We are always interested in your comments, suggestions, newsletter contributions, and GOOD news stories. Contact anyone on the Leadership Team—see the GOOD Network website for contact details.

Would you be interested in forming Specific Interest Groups within the GOOD Network? These SIGs would include people with a specific common interest who hold formal or informal meetings in addition to the main GOOD Network sessions. Examples of SIGs include a leadership development group, an external consultant group, etc. Let us know your thoughts and ideas at info@goodnetwork.us!



**Greater Orlando
Organizational
Development Network**

E-mail:
info@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.

WE'RE ON THE NET!

WWW.GOODNETWORK.US



GOOD Events — see www.GOODNetwork.us for more details.

Bi Monthly Meetings:

- **Annual Joint Roundtable Meeting with Central Florida Chapter of ASTD**
Personal Effectiveness in a Changing Organizational Landscape:
How Can You Stay at the Top of Your Game?
Location: University of Phoenix, North Campus, Maitland
Date: Friday, October 10th, 2008 from 8:30 AM to 12:30 PM
- **Appreciative Inquiry, presented by Christine Wethman and a colleague**
Location: Starwood Vacation Ownership
Date: Friday, December 5th 2008

Book Club:

- **To be announced**—watch the website for details. Have you read any books lately that you found particularly stimulating or thought-provoking? If so, let us know and we will consider them for our Book Club selection.

Upcoming Events of Interest



Advancing the Theory and Practice of OD

This conference is the OD event of the year! Members of regional OD networks are eligible for an additional discount of \$100 on your registration, or receive a \$200. discount if you are a member of the (national) OD network.

Check out this link for more information: <http://www.odnetwork.org/>

Orange County Clerk of Courts presents....

Sterling Great Practices Showcase

See more info on page 5. Space is limited so register early!

Date/Time: October 22, 2008, 7:45 AM to 12:00 PM
Location: Orlando Science Center
Cost & Info: no charge. <http://myorangeclerk.com/sterling/>



Current trends and updates from the U.S. Department of Labor with Deputy Secretary Howard Radzely, U.S. Department of Labor
Presented by The Central Florida Human Resource Association (CFHRA)

Date/Time: October 14, 2008, 11:30 AM to 1:30 PM
Location: The Crowne Plaza, 304 West Colonial Drive, Orlando
Cost & Info: See www.cfhra.org. Register by Oct. 9 (walk-ins possible)

Polaris! 10 M's of Engagement

Presenter - Cristina de Mello e Souza Wildermuth, M.Ed., M.A.,
Presented by The Central Florida Human Resource Association (CFHRA)

Date/Time: November 18, 2008, 11:30 AM to 5:15 PM
Location: The Sheraton on Ivanhoe, Orlando
Cost & Info: See www.cfhra.org