



The GOOD News

Greater Orlando Organization Development Network

FEBRUARY, 2012 BI-MONTHLY MEETING

“The Five W’s of Assessment: Who, What, When, Where, and Why”

SPEAKER: Dr. Leslie Miller, Ph.D, PHR

In a difficult economy, selecting, developing, and retaining the right talent to sustain organizational performance is more important than ever. For years, organizational leaders have used assessments to make better selection and development decisions about talent. However, many may not be using assessments as broadly, in the same way, or as frequently as top performing organizations. Lack of awareness of the broad choices available may result in missed opportunities to fully utilize assessments---powerful tools that can help organizations make better decisions about talent and help to minimize the risk of a bad hire or promotion, or a poor development decision. Fully utilizing assessments can ensure that talents’ efforts are aligned with organizational goals and talent can positively influence and sustain organizational performance, especially in today’s economy where strong and sustained talent is more important than ever.

During this session, participants will increase their understanding of:

- **Who** to assess, including the employee populations and job roles assessments are appropriate for
- **What** should be assessed, including how to tie assessment to business
- **When** to assess, including the primary times for assessment
- **Where** to find assessments, including what assessments are available and how you will know if the assessments is a good one
- **Why** assess, including the consequences of not using assessment

Please join us during this interactive session where we will explore the five W’s of assessment and explore some of the latest and greatest assessments!

INSIDE:

Bi-Monthly Meeting	1
Speaker Bio	2
Directions	2
Articles of Interest	3
President’s Message	4
Membership	5
Upcoming Events	6
2012 Leadership Team	7
Coaching Corner	10
December Meeting Recap	11
Workshops/ Conferences	12

REGISTRATION FOR THE BI-MONTHLY MEETING

Join us for our Bi-monthly Meeting, Friday, February 10, 2012

8:30 AM— 12:30 PM— with Continental Breakfast

Location: Goodwill Industries of Central Florida - 7531 S Orange Blossom Trail, Orlando, FL 32809.

RSVP: [Click here for the Reservation Page](#)

SPEAKER BIO

Dr. Leslie A. Miller, Ph.D., PHR is an industrial-organizational practitioner with more than 16 years of experience researching, teaching, and working directly with organizations to help them acquire, develop and retain the talent they need today and in the future to achieve desired business results and support business strategy. The owner of LanneM TM, LLC, Leslie spends her time working with Fortune 500 and smaller emerging companies to design and implement selection and development tools to improve leader performance. Her expertise includes defining organizational competency models and behavioral standards; designing and implementing assessments for selection and development, providing assessment-based executive coaching, and designing and implementing business impact evaluation studies.

Previously the VP of Leadership Development/HR at the Central Florida YMCA, she was responsible for contributing to the strategic plans of the organization by leading the association's *talent management initiatives* - recruiting, developing and retaining the association's talent. When at Wilson Learning, Leslie served as the Director of

Business Solutions, a Senior Project Manager, and a Business Solutions Consultant.

Dr. Miller has also served as the Assistant Dean of Admissions at Rollins College, where she was also a visiting faculty member of the Psychology and Organizational Behavior, and Human Resources programs. She was a key player in Rollins' Program for Effective Leadership, where she provided assessment-based feedback to managers and leaders in various organizations. Before joining Rollins College, she was a Senior Research Psychologist for the U.S. Department of Labor, Bureau of Labor Statistics, in Washington, D.C. At the Bureau, she designed, researched, and analyzed the results of some of our nation's most important surveys.



With a Ph.D. in Educational Psychology from the University of Maryland, Leslie has an extensive list of publications. She also conducts and publishes scholarly research on working learners, higher education, and industry to improve educational outcomes and promote a more prepared workforce.

DIRECTIONS TO THE BI-MONTHLY MEETING

MAP: [Click here for a map](#)

Directions to Goodwill Industries:

7531 S. Orange Blossom Trail, Orlando, FL
32809

From Downtown Orlando

Take I-4 West to exit 80 for S/US-441 W/S Orange Blossom Trail. Drive 3.8 miles and Goodwill will be on your Left. It is at the corner of OBT and Skyview Dr.

From East Orlando

Take SR-408 East-West Expwy – west toward Orlando/Ocoee. Merge onto I-4 W via Exit 10A. Merge onto OBT US-441 South via Exit 80. Drive 3.8 miles and Goodwill will be on your left. It is at the corner of OBT and Skyview Dr.

From Celebration

Take I-4 East to exit 72 for the 528- E (Beachline) towards International Airport. Take exit 4 towards US-17/US-92/US-441/Florida's Turnpike. Merge onto Consulate Dr. Turn left onto FL-600 E/US-17 N/US-441 N/US-92 E/S Orange Blossom Trail. Drive north on OBT, past the Florida Mall, through the intersection of Sand Lake Road. Goodwill will be ahead, about 1/2 mile on the right. It is at the corner of OBT and Skyview Dr.



10 Reasons to Do Personality/Behavioral Assessments

by Dr. Mimi Hull, Hull Associates and GOOD Network Member

Personality assessments, like the DISC, the MBTI, or the SDI, provide insights into people in minutes what can take months or years to do without them. In addition to saving time getting to know the person, below are 10 reasons to use these types of assessments in the workplace. **Why use assessments? Because they:**

1. Help you to make informed decisions about placement, promotion, and leadership by measuring attitudes, work habits, interests and motivations.
2. Encourage employees to develop by delineating strengths and opportunities for improvement.
3. Identify communication skills required for people to thrive in new positions.
4. Help build a team so that blind spots are covered.
5. Assist teams to understand each other and work better together.
6. Support leaders to design their programs to gain better acceptance and results.
7. Help people to build on their strengths and adapt strategies to improve on their weaknesses.
8. Instill an appreciation that different does not mean wrong.
9. Reduce conflict by having an understanding of why people do what they do.
10. Reduce turnover. People stay when personality conflicts are reduced and people get along.

By the way, the next DISC Certification is April 26th at Valencia College!

Interesting Research with Implications for OD

In the November-December, 2011, issue of the *American Scientist*, Greg Wilson and Jorge Aranda make a case for “empirical software engineering” in their article of the same title.

They suggest that programming is a “skilled craft more akin to architecture than engineering, which makes the human element an important focus of study. Real programmers work in groups with distinctly human behavior patterns and interaction.”

Wilson and Aranda suggest those patterns should be examined using the empirical research tools developed by social and psychological sciences. Some of the findings outlined in their article have implications for OD.

- An empirical study of pair programming (where coders work side by side on the same problem) found that the pairs completed the task 20% faster than individuals working along and produced higher-quality code that was easier to understand. They also did so with higher morale.

- While programmers may share similar personality traits (as suggested by MBTI and other research), a programmer’s personality is not a strong predictor of performance.

- On complex projects where software is constructed in teams, work is structured in a way that mirrors the structure of the organization (e.g. functional teams), the resulting code contained fewer bugs. However work that crossed team boundaries increased failure-proneness. Additionally, geographic separation between team members didn’t have a strong impact on the quality of their work. What did matter was organizational separation: The farther apart team members were in the company organization chart, the greater the number of faults in the software they produced.

Source: “Empirical Software Engineering” by Greg Wilson and Jorge Aranda; *American Scientist*, Volume 99, November-December, 2011

<http://www.americanscientist.org/issues/feature/2011/6/empirical-software-engineering>

President's Message

By Erica Sorrell



Happy New Year to you all! I hope you had a peaceful holiday season and were able to enjoy time with friends and family. It seems that all too quickly we are three weeks into 2012 and are off and running!

I have felt the need to plan for my year as the time is flying so fast. At least for me, getting things on the to-do list and the calendar are a good way to ensure that they get done. With that in mind, please mark your calendar for our 2012 GOOD Meeting dates. Plan now to attend, learn and network with your OD friends.

- February 10
- April 20
- June 8
- August 10
- October 12
- December 7

As a Network, we are in a great place to start 2012. Armed with the valuable information from the member survey in the Fall (thank you again for your participation!), the leadership team is ready to put together a solid lineup of meeting topics. Our first program looks at our options with *Assessments*, an area of interest we heard from you.

Leadership Development, Change Management, Return on Investment and *Back to OD Basics* also bubbled up as key

areas of interest, so we will look to create programs that speak to these topics as well. We heard that you want to be more involved, find more ways to network and meet new people and learn from each other so look for those opportunities at upcoming meetings.

One opportunity to get involved is to take a leadership role in your GOOD network. We are still seeking members to fill the Chair Elect role for Membership, Online Communications and Newsletter. Talk to any of our current Leadership Team members about what these roles entail – we would love to welcome you to the team!

We are also fortunate to have partnered with Goodwill Industries to host all our Bi-Monthly Meetings for the year. Having a set location will simplify the logistics for everyone and the added bonus is that we get to work with and support an organization with such an important mission in our community.

We are off to a wonderful start. I look forward to learning from you in the coming months, deepening existing connections and making new ones.

See you soon!

Erica Bader Sorrell
President

QUOTABLE QUOTES



“We must be the change we wish to see in the world.” Ghandi

“If you don’t know where you are going, any road will get you there.” Lewis Carroll

Membership

Membership Renewal – 2012 Dues are Due Now!

Annual dues for the 2012 year are currently being collected. Our offer of only \$65 for the year is available on our website at: <http://goodnetwork.us/index.php/membership#renewal>

This early-bird offer of renewal will be honored at the first meeting of the year. After the first meeting, dues will return to \$85.00, so do yourself a favor and pay early! Please contact Sherry Graziano with any questions at: sherrygraziano@gmail.com.

Member Spotlight



Each issue, we like to spotlight our members. If you are interested in having the network members get to know you, please volunteer to be in the SPOTLIGHT!

Contact Michelle Lauren, Membership Chair, m.lauren@earthlink.net, and she will send you a set of “interview questions” with simple instructions on how you can be included in an upcoming issue. This is a great way to begin to network with other members!

ALL 2012 GOOD Network Meetings to be Hosted at Goodwill Industries

Goodwill Industries of Central Florida began serving local residents in 1959. Less than a year later, we welcomed customers into our first retail store located in the heart of downtown Orlando’s Church Street station. Through the years, Goodwill’s presence has expanded with new storefronts and online shopping.

Our mission has remained unchanged: to provide work opportunities for people with barriers to employment. Our mission is “Building Lives that Work.”

For every 24 pounds of items donated to Goodwill, one person with a barrier to employment receives vocational

assistance to help them get a job.

The process is simple:

1. People donate to Goodwill.
2. We sell the donations in our stores.
3. Proceeds from sales go to fund job training and other services to prepare people for success.
4. People find good jobs.

With each donation that Goodwill receives, we are able to change and better people’s lives. More than 90% of every dollar we spend supports employment and educational programs.

Most services are free and help create positive change in our community.

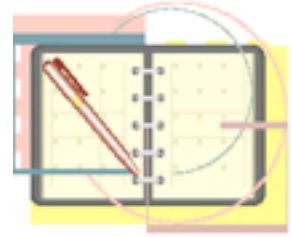


You can help by donating your gently used items to Goodwill, making a financial contribution for programs and services, shopping at Goodwill stores, or hiring a Goodwill graduate.

For more information, call 407-857-0659 or log onto www.goodwillcfl.org.

THANKS TO GOODWILL FOR PROVIDING MEETING SPACE IN 2012

Upcoming GOOD Network Events



Reservations are required for meetings.
RSVP for events on the Events page at
www.goodnetwork.us.

February 10, 2012 -- Bi-monthly Meeting

March 23, 2012 -- Newsletter Article
 Deadline for the March-April issue including
Calls for June Best Practices RFP's

April 12, 2012 -- Book Club Meeting at 6:00
 PM at Mimi's Cafe near Millenia Mall. See
 details below.

MARK YOUR CALENDAR for Network Future Events

April 20, 2012 -- Bi-monthly meeting

June 8, 2012 -- Bi-monthly meeting

August 9, 2012 -- Book Club

August 10, 2012 -- Bi-monthly meeting

October 12, 2012 -- Bi-monthly meeting

November 9, 2012 -- Book Club

December 7, 2012 -- Bi-monthly meeting

International Society of Performance Improvement Central Florida chapter is trying to organize. If you are interested in this complementary group to our GOOD Network, they meet again in March, 2012. Check the ISPI website for more information: <http://www.ispicfc.com/>



Book Club Meeting

Place: Mimi's Cafe, 4175 Millenia Blvd., Orlando (near Millenia Mall)

Date/Time: Thursday, April 12, 2012 @ 6:00 PM

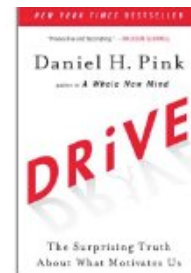
Reservations are required. RSVP for the Book Club Meeting at: [Book Club Reservation page](#)

WHAT WE ARE READING: "DRIVE" BY DANIEL PINK

According to Pink, everything we think we know about what motivates us is wrong. He pits the latest scientific discoveries about the mind against the outmoded wisdom that claims people can only be motivated by the hope of gain and the fear of loss. Pink cites a dizzying numbers of studies revealing that carrot and stick can actually significantly reduce the ability of workers to produce creative solutions to problems. What motivates us once our basic survival needs are met is the

ability to grow and develop, to realize our fullest potential. Case studies of Google's 20% time (where employees work on projects of their choosing one full day each week) and Best Buy's Results Only Work Environment (where employees can work whenever and however they choose as long as they meet specific goals) demonstrate growing endorsement of this approach. A series of appendices include further reading the tips on applying this method to business, fitness and child-

rearing. Drawing on research in psychology, economics and sociology, Pink's analysis -- and new model -- of motivation offers tremendous insight into our deepest nature.



The 2012 Leadership Team

Erica Sorrell, President



Erica Bader Sorrell currently serves as the Executive Director of

Management and Executive Education at the Crummer Graduate School of Business at Rollins College. In this role, Erica is responsible for conducting client leadership needs assessments, creating custom development programs and managing ongoing customer relationships. Formerly, Erica was a Human Resources Manager for Loews Hotels at Universal Orlando, where she served as part of the opening team for both the Hard Rock Hotel and Royal Pacific Resort. Prior to joining Loews Hotels, Erica was responsible for the creation of the Human Resources Department for C3i, Inc., a customer relationship management software company located in Manhattan. Erica holds an A.B. from Rollins College and earned her M.B.A. from the Crummer Graduate School of Business. Contact Erica Sorrell via email at esorrell@rollins.edu.

Pat Brown, President-Elect



Pat Brown is a consultant to executives, managers, and professionals. He spent 32 years with IBM in management, consulting, executive and

management development, education, business development, strategy, sales, and technical support. He managed and consulted in the IBM Relationship Alignment Solutions practice, which focused on improving business relationships between IBM and its clients in the Strategic Outsourcing environment. He was a senior faculty member at IBM's Advanced Business Institute, located at the IBM Palisades Executive Conference Center, where he educated IBM customer senior executives on ideas on how to manage their business more effectively and how to more effectively leverage Information Technology in their businesses. He holds a B.A. degree in Labor and Industrial Relations from Michigan State University, and an M.A. degree in Business with a concentration in Organizational Behavior from the University of Nebraska at Lincoln. Contact Pat Brown via email at pgbrown407@gmail.com.

Linda Strobel, Events and Logistics Chair



Linda is the Manager for Leadership Development for Children's Home Society (CHS), Florida's oldest and largest social service agency. Linda started in Human Resources at CHS and has a background in the staffing industry. Her current position was created less than two years ago and its responsibilities

change as the organizations needs evolve. She is currently responsible for leadership development, succession planning, team building and the roll-out of behavioral interviewing. She is a certified coach with the Hudson Institute in Santa Barbara, CA. Linda has a Master's degree in Social Work from Barry University and a Master's Degree in Human Resources from Rollins College. Contact Linda Strobel via email at Linda.Strobel@chsfl.org.

Sherry Graziano, Finance Chair



Sherry Graziano brings a wealth of knowledge to her role as a Mortgage Consultant for SunTrust Mortgage. Sherry has helped many individuals

throughout Central Florida achieve their dream of home ownership. In addition to finding the ideal home financing solution for her customers, she teaches first-time homebuyer seminars. She embraces a true mortgage planning mindset and always works to find the best possible solutions for her customers. Sherry is a MHR graduate of Rollins College and the University of Florida (BS in Recreation, Parks and Tourism). In her spare time, she plays an active role in her community by volunteering with the Kiwanis Club, Susan G. Komen Race for the Cure, and the Ronald McDonald House. Contact Sherry Graziano via email at sherrygraziano@gmail.com.

Michelle Lauren, Membership Chair



Michelle Lauren is Founder and Development Consultant for Elegance Planning

a non-revenue boutique-style consulting firm specializing in providing strategic counsel to non-profit businesses on how to develop strategies to reach identified goals via organizational structure and design; with emphasis on coming alongside leaders and empowering them to achieve their highest potential. Their current project is leveraging the power of social media for non-profits. Michelle holds a Bachelor's in Human Resources Management and a Master's in Organizational Leadership. Michelle has also served on the corporate staff of organizations such as Sara Lee Coffee & Tea and Oprah's Angel Network. Contact Michelle Lauren via email at eleganceplanning@earthlink.net.

Scot Lake, Communications Chair



Scot Lake has spent his career creating and managing learning programs for diverse populations of learners around the world. He is an accomplished learning designer, facilitator, and writer, and he routinely provides consultation on instructional and non-instructional talent development solutions. Scot grew up in Michigan and has lived and worked in China, Peru, and Austria. He received a bachelors degree in Psychology from Hope College in Holland, Michigan and a Masters of Science in

Industrial/Organizational Psychology from the University of Central Florida. Contact Scot Lake via email at slake88@yahoo.com.

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Carol Emmett, Newsletter Editor



Carol Emmett has twenty-five years of experience in training, consulting, coaching, and organization development. She is owner of Communication Applications, Inc., and provides executive coaching, training, team building, survey design, facilitation, and instructional design to clients in high tech, hospitality, financial services, and health care industries, and to government on all levels. Carol holds her MA from University of Maryland in Organizational Communication and is a certified executive coach. Contact Carol Emmett via email at: carol@carolemmett.com.

Patrick Donnally, Co-Finance Chair-Elect



Patrick Donnally is currently the President of Patrick Donnally Associates, Inc. having recently completed a one year assignment as Managing Director of Harrington Middle East, an Organizational Excellence Consulting and Education firm located in Dubai, UAE. Pat has significant Executive Experience in small to medium size companies as well as substantial experience and knowledge in the Quality Management /

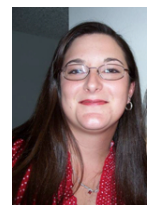
Performance Excellence profession with a specific focus on Strategic Planning and Process/Project Management. He has held positions from Quality Engineer to CEO having held the CEO position in four different organizations in addition to Managing Director and Sr. Vice President in others. Contact Patrick Donnally via email at: patrick.donnally@gmail.com

Marna Killian, Co-Finance Chair-Elect

Marna Lillian works for Margaritaville. Contact Marna at: mkillian@margaritaville.com

Calvon Lagueux, Events/Logistics Chair-Elect

Calvon Y. Lagueux is the Senior Talent Executive for Goodwill Industries of Central Florida, Inc. She has worked for Goodwill for almost ten years. During her tenure at Goodwill she has been promoted twice within the Human Resources department. Calvon has her Bachelors' degree in Management from the University of Central Florida and also has her Professional in Human Resources (PHR) certification. Contact Calvon at: clagueux@goodwillcfl.org



We are currently seeking Chair-Elects for:

- Membership
- Online Communication
- Newsletter

Advisory Board and Members at Large

Our Advisory Board Members are former Leadership Team members who share their experience with the current Leadership Team. Their tenure as an Advisory Member is up to 2 years after their service as a Leadership Team Member. Members at Large are invited to provide special expertise to the Leadership Team.

Anisa Ali

Past Logistics/Events Chair

Anisa is Senior Human Resource Representative in the Management and Organization Development department at Universal Orlando. Her primary projects include feedback survey projects as well as succession planning processes.



Patty Bedard

Past President

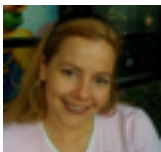
Patty is Senior Director & Dean with Hilton Worldwide University at Hilton Worldwide. She has an operations background with 14 years of experience in management.



Erin Casey

Past Events/Logistics Chair

Erin is an HR Business Partner with Houghton Mifflin Harcourt Publishing Company. She is a certified Professional in Human Resources (PHR).



Kristin Chase

Past Communications Chair

Kristin is the Senior Manager of the Mgmt. & Organization Development department for Universal Orlando. She contributes through project management, data analysis, coaching and consulting on feedback surveys, performance management, leadership development and team effectiveness.



Kathryn Farynowski

Past Finance Chair

Kathryn is Director of Information Technology and Quality for the Orange County Clerk of Courts, including Information Systems and Technology, Process Improvement, Quality Management, and Forecasting.



Simon Lia

Past President

Simon is the President and co-founder of GEMS Consulting Inc. He specializes in creating human excellence in individuals and organizations via effective communication, relationships, and 'real time' leadership.



Jerry Salzburg

Member at Large

Jerry is is a Program Manager and Principle Designer/ Developer of employee and management development initiatives with Lockheed Martin where he oversees professional development programs. He also facilitates and provides consultation on performance improvement.



Interested in volunteering to help the GOOD Network? Talk to any Leadership Team member to learn more!

The Coaching Corner

“Coaching a Client to Make Change Visible”

By: Carol Emmett, Executive Coach and GOOD Network Member



One of the biggest dilemmas for a coaching client is having the key players around them notice the behavior change they are working so hard to produce.

I recently had a call from the Corporate VP/boss of the Director I was hired to coach. The VP wanted to know if I was seeing any behavior change in my client. The VP said he hadn't really noticed anything different as a result of the coaching sessions. My response was that the VP and direct reports were in the best position to judge whether the client has changed her actual behavior. Then, I called my client and learned that she thought she was making great strides in demonstrating change to her VP.

A measure of success for a coaching client is whether managers, direct reports and peers have noticed a change for the better. So, how can we get people to notice our change efforts? The trouble is that most folks see us as they have always seen us or expect to see us based on prior history and reputation. Big changes are obvious, but small behavioral changes in communication, leadership style, etc. are often overlooked because the subtle change doesn't make an impact in our busy workplaces.

My client was making a big effort to adjust her written communication style to provide her VP with the “deeper dive” into data that the VP preferred. She typically writes in short executive summaries, so providing the level of detail the VP needed took effort. And if the VP didn't even notice the change or thinks maybe it won't last, what does my client need to do to get credit for making the change?

Here are some things to try:

- 1. Check the goal to make sure the behaviors are clear.** Setting a goal to “be a more persuasive communicator” isn't enough. Build a specific plan of action: “I will identify the prime objections to my idea and provide 2 pieces of evidence to overcome the objections.”
- 2. Telegraph the change.** Let your key players know what you are working on and what to look for in your new behavior. Describe what change will look like and what steps you intend to take. For example: My client could announce her goal to the VP by pointing out when she is providing more detail than she has in the past because of her boss' desire for the deeper dive into the data.
- 3. Ask for feedback on how you are doing.** Ask your key players whether or not you are doing what you say you are going to do. My client could ask the VP: “Please give me some feedback. Is this the level of detail you'd like to see consistently from me?” Asking for feedback helps others to notice the changes you are making.
- 4. Point out when you are making changes.** Call attention to your actions. My client told her team: “I've received some feedback that my reports to the VP need more detailed data. So, team, I'm counting on you to help me deliver. Help me make sure I've got accurate data before I finalize this report.”

Changing behaviors and your reputation take time. You have to persevere and be pro-active to ensure the changes you make get noticed.

BI-MONTHLY MEETING RECAP — DECEMBER, 2011 MEETING

By Pat Brown, *President-Elect*.

Conscious Choosing - Creating Results through Our Human Connection

SPEAKER: Hayden M. Hayden

On Friday, December 9, our featured speaker was Hayden Hayden. He positioned his work at the beginning of his session by referring to Marshall Rosenberg, who wrote Non-Violent Communication. Rosenberg works with individuals, world-wide.

Hayden takes Rosenberg's thinking to the organizational level. He used the movie "Trains, Planes and Automobiles" (Steve Martin, John Candy) as an example of how those with superficial differences (extremely so in the movie) can find common ground and understand the things they have in common.

Too often we evaluate, rather than observe. We draw conclusions instead of understanding the facts first. This is fundamental to the human disconnection we often feel exists in organizations.

Behavioral examples that reflect and often foster the human disconnection are things like sub-group meetings before "the meeting" and similar meetings after "the meeting." These practices and behaviors can contribute to beliefs that create a "regressive cycle."

Organizational factors in this environment are competing directions, inability to work

through challenges, emotional instability, and low morale/motivation.

How do we change all this? We do it via curiosity. A structure that Hayden uses is examining:

1. My observations (external facts)
2. My emotions (feelings)
3. My stories (examples)
4. My actions (committed actions)

This helps you understand your environment. Then you move forward, positively, by following a process:

1. Understand your present location (concerns and unmet needs).
2. Understand your destination (end goal).
3. Understand your "road conditions" (external facts only).
4. Understand your roadblocks (obstacles and barriers).
5. Brainstorm some strategies to help you succeed.
6. Get to results through committed actions.



To move your employees off the regressive cycle toward a more positive environment, talk to them about their needs. Negative people are often never asked.

Respecting needs is key. Respect acknowledges that others have feelings and needs. Perceived disrespect drives human conflict and disconnection. One's feelings and needs comprise that person's "Emotional DNA."

We came away from the session with some new perspectives on how to work better with those in our organizations we perceive as "negative" or "problem people."

Thanks to the Winter Springs Senior Center for hosting this GOOD Network meeting.

Newsletter articles are always wanted from our members. Send your article to:

NEWSLETTER@goodnetwork.us

Workshops and Conferences

Local Workshops

January 31 and February 7, 2012, [Aligning Processes to Organization Strategy: Provide High Quality Work at low cost through process improvement](#), Rollins Mgmt. & Exec. Education, 407-647-1252

February 6 - Apr. 30, 2012, [SHRM Certification Program](#), Valencia College, 407-582-6688

February 14 and 22, 2012, [Building Successful Customer Relationships with Effective Marketing Strategy](#), Rollins Mgmt. & Exec. Education, 407-647-1252

March 8, 2012
[Realizing HR's Strategic Role](#), Rollins Mgmt. & Exec. Education, 407-647-1252

March 14 and 21, 2012
[Essentials of Human Resource Management \(SHRM\)](#), Valencia College, 407-582-6688

March 27, 2012
[Maximizing Engagement...Aligning People and Passions](#), Rollins Mgmt. & Exec. Education, 407-647-1252

March 29, 2012
[Essentials of Employment Law](#), Rollins Mgmt. & Exec. Education, 407-647-1252

Please let us know of any professional development workshops & conferences that could be of interest to our GOOD Network members. Send details to: newsletter@goodnetwork.us

Conferences

March 9-11, 2012 – The Industrial/Organizational Psychology graduate program at the **University of Central Florida** is hosting the 33rd Annual IO-OB Graduate Student Conference this March. Please visit www.IOOB2012.com for more information regarding participation, sponsorship/donations, and more.

April 18-23, 2012; The International Society for Performance Improvement Conference in Toronto, Canada; <http://www.ispi.org/content.aspx?id=1504>

April 26-28, 2012; Annual Conference of the Society for Industrial and Organizational Psychology in San Diego, CA; <http://www.siop.org/conferences/>

May 6-9, 2012; American Society for Training and Development in Denver, CO; <http://www.astd.org/content/conferences/>

June 24-27, 2012; Society for Human Resource Management in Atlanta, GA; <http://annual.shrm.org/>

October 21-23, 2012; ODNetwork Conference



in Phoenix, AZ ; <http://www.odnetwork.org/?page=2012AnnualConference>

2012 Meeting Calendar

February 10 -- Bi-monthly Meeting
April 12 -- Book Club
April 20 -- Bi-monthly Program
June 8 -- Bi-monthly Program
August 9 -- Book Club
August 10 -- Bi-monthly Program
October 12 -- Bi-monthly Program
November 9 -- Book Club
December 7 -- Bi-monthly Program



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.

Greater Orlando
Organizational Development
Network

E-mail: info@goodnetwork.us
WWW.GOODNETWORK.US

The GOOD Network is affiliated with



The **GOOD News** is a publication of the Greater Orlando OD Network and is published six times a year.

Editor: Carol Emmett