



The GOOD News

Join us for our Bi-Monthly Meeting, April 15, 2011

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

Location: Valencia Enterprises, 2411 Sand Lake Road, Orlando, FL 32819

Reservations are Required. RSVP for this event at:

http://goodnetwork.us/index.php/events/detail/leadership_and_culture_as_anchors_for_change/

Program: “Leadership and Culture as Anchors for Change” with Dr. Robert K. Prescott, SPHR

Join us at our April bi-monthly session for robust dialogue around OD’s role in change, an OD framework for change, and how leadership and culture link to any change process.

Managers play a critical role in helping to identify an organization’s competitive advantage and then working to ensure success and sustainability through its implementation. One way to address this strategic challenge is to think in terms of an Organization Development framework and then to plan for action utilizing such a model. This effort requires a focus on leadership and culture as foundations for change. Because OD work considers the thoughts and beliefs of the people in the organization and the way in which work is accomplished, the practice is inextricably linked with management responsibility. With people at the center of any change management initiative, leadership and culture are necessary anchors for facilitating change.

Come think, plan, and focus on action! We look forward to seeing you there.

Dr. Robert K. Prescott, SPHR has spent twenty years in industry and fifteen years in teaching and consulting roles. He is currently Graduate Faculty of Management at the Crummer Graduate School of Business at Rollins College. In this role, Bob is responsible for teaching graduate level courses in both the MBA and Masters of Human Resources (MHR) programs. His personal teaching expertise and research focuses on human resource management, leadership, succession planning, organization development, organization behavior, training & development, career management and enterprise consulting. In his extensive business background, Bob previously directed the Human Resource function for BellSouth Communication, Inc. (BCI). In this role, he was responsible for all facets of people management practices including, staffing, selection, performance management, benefits/compensation, labor relations, organization development, and training and development.



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Volume 5 Issue 2

March–April 2011

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LinkedIn

Join the GOOD Network LinkedIn group at www.linkedin.com

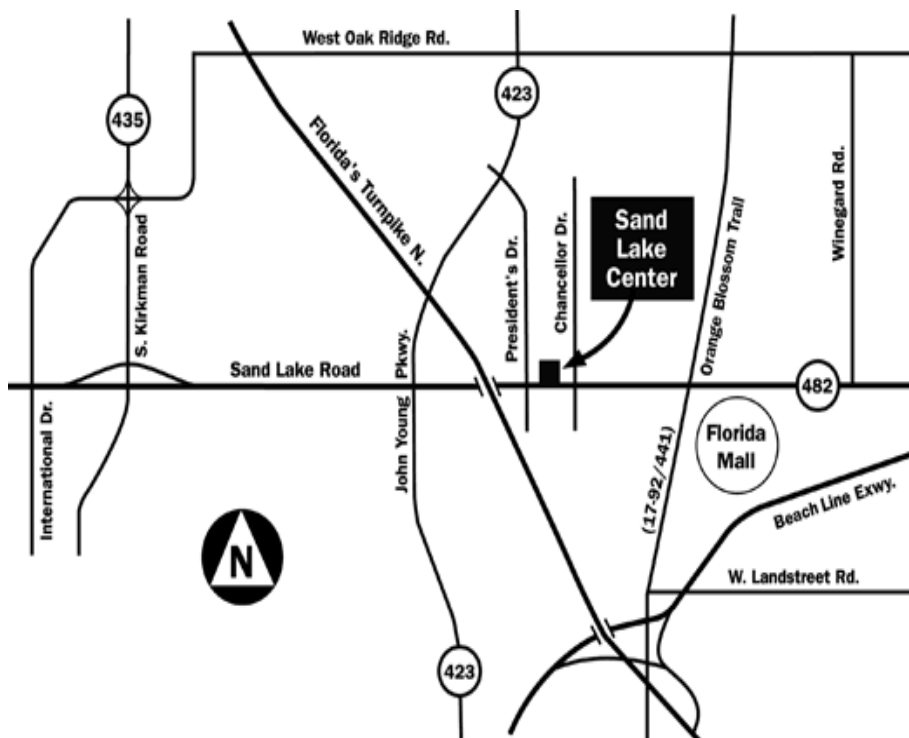
Most importantly, he played a strategic role in representing the human resource function in overall company planning and operations.

Bob is a native of Birmingham, Alabama, holds a B.S. in Marketing from the University of Alabama and a Ph.D. in Workforce Education and Development from The Pennsylvania State University. He is an Emeritus member of the Board of Directors of The Human Resource Planning Society (HRPS) and current member of The Board of Advisors for The College of Continuing Studies at The University of Alabama. He is a general member of HRPS and the Society for Human Resource Management (SHRM). Prescott is a graduate of the Human Resource Executive Program at Penn State University and a life certified Senior Professional in Human Resources (SPHR).

Directions to April 15, 2011 Bi-Monthly Meeting at Valencia Enterprises

Parking is provided on-site.

All members must enter through the front doors of the building. There will be signs posted directing you to the meeting room. Due to construction on Sand Lake road, please allow 5-10 minutes extra travel time. Also, the turn lane in front of the building may not be accessible due to the construction, therefore if you are coming from the East, it may be advisable to turn on President's Drive and enter the parking lot from around back.



VALENCIA Continuing Education



A Call for Articles!

Contributors needed for the following on-going columns:

- OD Articles of Interest
- Coaching Corner
- OD Tools and Techniques
- How We Practice OD at..... (your organization!)
- Any other content ideas you may have

Send your submission to: Newsletter@goodnetwork.us

LinkedIn®

Keep the conversation going between issues by joining the GOOD Network LinkedIn group!

CALL FOR PRESENTERS

“Sixth Annual Best Practice Sharing Session”

Friday, June 17th - 8:30am-12:30pm

Our Sixth Annual Best Practice Sharing Session is designed to provide our talented GOOD Network members with the opportunity to share methods, techniques, and solutions that have proven to be of value to them and their clients.

We invite all GOOD members interested in presenting at our Best Practices Session to complete the Call for Presenters RFP.

Here is a link to the RFP: <http://goodnetwork.us/index.php/news>
It is also printed on page 4 in this newsletter.

All presentations should be aligned in some way with our 2011 theme of “Leading Change”.

The Best Practice Bi-Monthly meeting is one of our best attended meetings each year. Please consider sharing *your* best practices with your colleagues!

The deadline for submitting Speaker Proposals is **Wednesday, May 4, 2011**. The GOOD Leadership Team will review and accept proposals on a first-come-first-serve basis. More details can be found in the Call for Presenters RFP.

Thank you for considering being a speaker at our best-practice event. We can't wait to hear from you!



Best Practices

Ice Breakers

Teambuilding

Leadership Activity

OD Tools & Techniques



CALL FOR PRESENTERS
Greater Orlando Organization Development (GOOD) Network
June 17, 2011 Member Session

Your Name:	
E-mail Address:	
Telephones:	
Today's Date:	

Type of Presentation (REMEMBER: We want hands-on, applicable tools)

- Tools, Techniques or Approaches
- Ice Breakers
- Team Building or Leadership Activity
- Other (Please define)_____

Title of your Presentation

Timing of Presentation (Check all that you could effectively deliver.)

- 10 min session
- 15 min session
- 25 min session
- 30 min session
- 45 min session
- 60 min session

Overview & Objectives (REMEMBER: our theme this year is **LEADING CHANGE**. Please be sure your topic is in some-way related to our theme)

Supplies and Equipment Requirements

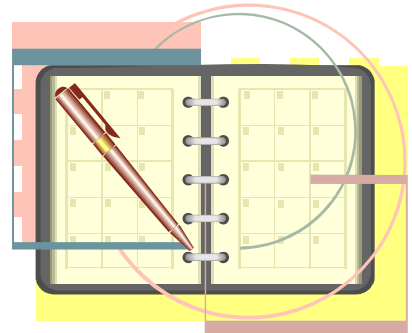
Please submit your proposal to Simon Lia and Erica Sorrell by e-mailing this form to slia@gemsconsultinginc.com **and** esorrell@rollins.edu , no later than Wednesday, May 4th 2011.

You will be contacted ASAP on the status of your proposal. Remember that we will be reviewing and accepting proposals on a first-come-first-serve basis. Upon approval of your proposal, we will need a one- to-three-paged participant handout by May 20th, and any PowerPoint slides you'd like to use during the presentation by May 27th. Thank you for considering being a speaker at our best-practice event. Without you, the GOOD Network would not be possible!

UPCOMING GOOD NETWORK EVENTS

Please visit our website to make a reservation for these events at :

WWW.GOODNETWORK.US



April 15, 2011 — Bi-Monthly Meeting

All meetings run 8:30am-12:30pm and include a continental breakfast and networking time!

Bi-Monthly Meeting at Valencia Enterprises. *“Leadership and Culture as Anchors for Change”* with Dr. Robert K. Prescott, SPHR

April 28, 2011 — Book Club Meeting, 6:30 PM at Mimi’s Café by Millenia Mall (see article below)

May 4, 2011 — Call for Presenters Deadline — Proposal Deadline for all presenters interested in presenting at the 2011 Best Practices Session on June 17, 2011.

May 20, 2011 — Newsletter Article Deadline for the May-June GOOD News. Send your contribution to newsletter@goodnetwork.us



Q2 2011 Book Club Selection

“Start with Why: How Great Leaders Inspire Everyone to Take Action” By Simon Sinek

Place: Mimi’s Café by Millenia Mall

Date/Time: Thursday, April 28th @ 6:30pm

Reservations are required. RSVP for the Book Club Meeting at:

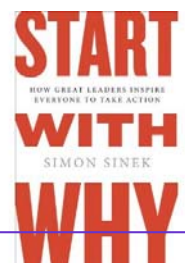
http://goodnetwork.us/index.php/events/detail/2011_second_quarter_book_club_meeting/

Why do you do what you do? Why are some people and organizations more innovative, more influential, and more profitable than others? Why do some command greater loyalty from customers and employees alike? Even among the successful, why are so few able to repeat their success over and over?

In studying the leaders who’ve had the greatest influence in the world, Simon Sinek discovered that they all think, act, and communicate in the exact same way -- and it’s the complete opposite of what everyone else does. Sinek calls this powerful idea The Golden Circle, and it provides a framework upon which organizations can be built, movements can be lead, and people can be inspired. And it all starts with WHY.

The Book Club is open to all GOOD Members. Join your colleagues for a great discussion of current books that can impact our field.

Please use the RSVP system on the website (www.goodnetwork.us) to let us know you will attend so that we can reserve space at Mimi’s Café.



Special Program Invitations and Announcements

OD SIG of Tampa Bay — Free Event

GOOD members are invited to attend the Tampa Bay OD SIG's free event.

Friday, April 1, 9:00 am – noon

Location:

DBM-Drake Beam Morin
2701 N. Rocky Point Drive
Suite 980
Tampa, FL 33607

For reservations, contact: Bobbi Gemma;
bobbi@thegemmagroup.com, 727-784-3181

Directions: The new building (The Island Center) has a parking garage and visitor parking is on floor 2b. If visitor parking is full, you can park anywhere in the garage that doesn't say it's reserved.

“Using Strengths in the Workplace”

Lisa Jacobson will facilitate a session which will introduce participants to strengths-based management practices, concepts and approaches and help to create a greater awareness and appreciation and tolerance of diverse strengths, talents and work styles. Discussion will include how strengths are related to personality traits, how strengths are developed from talent, how personality shapes our attention and energy, and how strengths underpin the four domains or positive psychology.

Preparation Options: StrenthsFinder2.0 assessment – Must buy the book and retrieve access code OR complete the VIA Values in Action Survey for free at www.Authentichappiness.org

Speaker Bio — Lisa Jacobson specializes in advising individuals and organizations on matters related to career decisions and employee engagement. In 1998, after 15 years in Fortune 500 HR, Lisa founded Workplace Solutions as a solution to her own workplace issue: seeking balance in her personal and professional lives.

Volunteer for the International ASTD Conference in Orlando, May 22-25, 2011



The Central Florida Chapter of ASTD has invited GOOD members to volunteer for the upcoming International ASTD Conference to be held in Orlando at the Orange County Convention Center.

Volunteers are compensated with reduced rates or free conference days. ***If you volunteer for a full day, you can receive a free day to attend the conference.***

The Central Florida ASTD website has more information on being a volunteer is:

<http://www.cfc-astd.org/Default.aspx?pageld=877754>

More information about the ICE Conference program can be found at: <http://www.astdconference.org/ice11/public/enter.aspx>

Volunteer Judges Needed!!

On April & May 2011, DECA will be hosting its Annual International Career Development Conferences in Orlando where 16,500 students and teachers will convene. DECA must find approximately 1,000 professionals from the Orlando area business community to judge and evaluate student presentations.

More information is available at <http://www.deca.org/events/judge/>.

Collegiate DECA International Career Development Conference, Caribe Royale Conference Center

150 volunteers are needed on Friday, April 15, 2011.
50 volunteers are needed on Saturday, April 16, 2011.

High School DECA International Career Development Conference, Orange County Convention Center

1,000 volunteers are needed on Monday, May 2, 2011.
100 volunteers are needed on Tuesday, May 3, 2011.

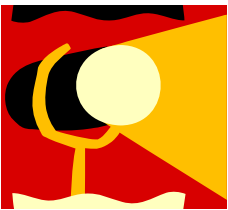
MEMBERSHIP

Please welcome our new members:

Melanie Brannigan	Sherri Harrington	Gina Romero
Marian Cacciatore	Marna Killian	Elizabeth Scheitzach
Jean Campana	Rene Ledford	Von Simmons
Cindy Clark	Karl Lieb	Martin Tier
Kelly Clark	Marc Manieri	Rosalyn Vaughn
Patty Farris	Delores Meadows	David Zajchowski
Debra Gaskin	Kathleen Ochab	
Robert Guarnieri	Maria Pierre	



Our Membership and Finance Team members welcome GOOD members



Member Spotlight : **Beth Scheitzach**

Manager, OD & Training, University of Central Florida



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

Leadership Development, Culture & Climate Surveys, and Multi-rater feedback process

What do you love most about what you do?

Working with faculty & staff in a university setting is very fulfilling. My team is responsible for New Employee Orientation, Leadership/Professional Development, and Employee Recognition programs. We can support and influence employees throughout their entire career at the university.

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

Staying current with tools and research. We need to tap into the resources we have on campus, like I/O faculty and graduate students.

What quick tip, idea, or tool relevant to the OD practice can you share with your fellow GOOD members?

I find it all too common that I am educating people about OD – here at UCF, and other professionals and friends. Having a 7 and 30 second elevator speech is helpful in spreading the word about the OD discipline.

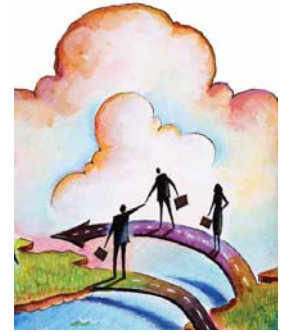
What do you find most valuable about the GOOD Network?

Networking and learning are key to GOOD and I always walk away from a meeting having met someone new and picked up relevant and practical information.

COACHING CORNER

Coaching an Organization to Deliver Superior Customer Service

By Teri Yanovitch, Author of “Unleashing Excellence - the Complete Guide to Ultimate Customer Service” and GOOD Advisory Board Member



Wouldn't it be nice if you could give a magic pill to an organization that wants to improve its customer service? And why is it, that some companies “get it” when it comes to delivering great service and others don't? As an OD consultant looking to coach a company on how to raise the bar on their current level of service, you have to go beyond conducting workshops to the frontline on customer service tips; such as, how to answer the phone and how to handle the difficult customer. It requires examining the processes and systems that are pertinent to the structure of the organization and in effect, those that set the tone of the culture of the business.

In coaching for a change in the way the customer experience is delivered, it starts with finding a champion who will support, cheerlead and remove the obstacles that are going to get in the way (and they will!). This champion must be respected, knowledgeable of the organization and high-level enough to be able to make tough decisions. This champion should be able to identify the “what's in it for me?” as the reason to improve for all levels of employees.

The following action areas will need to be addressed as you work and coach with the people who have the expertise and position in the organization to take action:

Communication and Awareness

This action ensures all employees are on the same page regarding the importance of excellent service and its delivery. It is important to make sure everyone understands that each and every role in the business has an impact on service, even those employees who don't directly interact with the external customer – they have an impact on internal customer service.

Orientation and Training

This action leads the effort to build customer service into every training opportunity offered by the organization. The result is a continuous focus on the customer and improving the customer experience. It starts with the orientation of all new employees to ensure customer service is incorporated and highlighted into the new hire process.

Recruitment

Excellent service begins with the people you hire. This action involves developing a consistent interview and selection process across the entire organization. It will include benchmarking with service “superstars” already in the organization and creating an interview process that increases the likelihood of hiring strong performers.

Recognition and Celebration

This action focuses on recognizing employees who demonstrate the service values of the organization. This includes formal recognition programs as well as on-the-spot recognition opportunities. Without reinforcement of behaviors that are aligned with the service excellence process, employees typically revert to the old way of doing things.



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Management Accountability

The number one reason that service initiatives fail to achieve their desired results is a lack of accountability. Ultimately, service excellence behaviors must become non-negotiable. This means that all accountability mechanisms, both formal and informal, must include elements of the service excellence process. This step will ensure job descriptions and performance appraisals significantly highlight customer service issues. It will also make coaching and counseling for leaders of the organization an on-going habit.

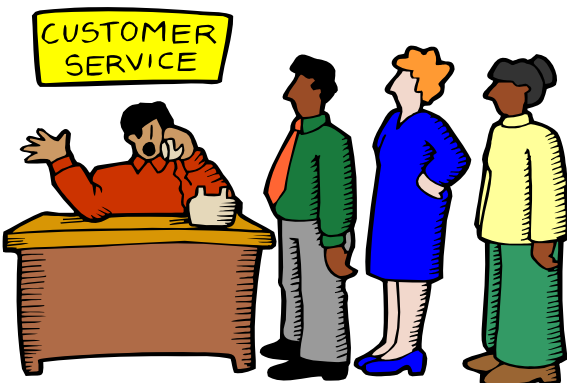
Measurement

Measuring customer service levels is not an easy process. This step focuses on formal measurements; such as satisfaction surveys, and informal measurements; for example, how many times did we get customers to smile? The point is to measure things that have a direct impact on customer delight and just as important, communicate and display the results to employees. The key is to have branded measurement charts measuring customer service within every work group to build a sense of ownership.



Service Obstacle System

Most service obstacles can and should be handled at the lowest level. Some obstacles to delivering great service; however, are systematic and require a coordinated approach to developing a solution. This action develops a mechanism for collecting information about service obstacles, getting the right people involved in solving the problem (permanently) and communicating the solution back to the field.



Great service is not just a matter of telling employees to “be nice to customers and smile”. Consistent excellent service is rare because it takes real commitment to make excellence “business as usual”. It is the responsibility of the entire organization.

As a coach helping organizations that are committed to improving their customer service, your role is to facilitate, guide and continuously show the benefits of delivering a superior customer experience each and every time.



Calling all Members!

Contribute your ideas to the Coaching Corner!

Share your coaching tips, the challenges coaches face with clients, and highlight your coaching best practices!

Send your article to:
newsletter@goodnetwork.us



Quotable Quotes on Change

"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things."

— Niccolo Machiavelli, *The Prince* (1532)

"Everybody has accepted by now that change is unavoidable. But that still implies that change is like death and taxes — it should be postponed as long as possible and no change would be vastly preferable. But in a period of upheaval, such as the one we are living in, change is the norm."

— Peter Drucker
Management Challenges for the 21st Century (1999)

"People don't resist change. They resist being changed!"

— Peter Senge

Tools for the OD Toolbox

"There is nothing so practical as a good theory." - Kurt Lewin

The overarching theme for the Good Network programming for 2011 is "Leading Change." With that theme in mind, I wondered if a 63+ year old Change Model could still be useful to OD Practitioners and Leaders of Change more than half a century later. Is Kurt Lewin's Change Model still a tool we should keep in our toolbox?



One of the cornerstone models for understanding organizational change was developed by Kurt Lewin back in the 1940s. His 3 stage model, Unfreeze – Move/Change – Refreeze, refers to the three-stage process of change he described.

Lewin used an analogy of changing the shape of a block of ice to convey his theory. If you want to change the shape of a block of ice you must first melt it or break down its existing structure. Once it's unfrozen, it becomes liquid and can be changed by guiding it in any direction you desire. Using a mold, you can cause it to take on a different shape from its original state. Finally, you freeze the liquid within the mold to crystallize it into its new shape.

Unfreeze

Before you can begin changing an organization in any meaningful way you need to overcome the inertia of the existing way of doing things. This starts by challenging many of the beliefs, attitudes, and behaviors of people within the organization.



As Lewin put it, "Motivation for change must be generated before change can occur. One must be helped to re-examine many cherished assumptions about oneself and one's relations to others." You are breaking down the status quo. During the unfreezing process everyone feels that things are becoming off balance. This feeling becomes a strong motivator for people to seek out a new equilibrium.

During this stage, you need to sell the benefits of the change. The more people that recognize that the change needs to occur the more likely it will be successful.

Key to this is developing a compelling message showing why the existing way of doing things cannot continue.

To prepare the organization successfully, you need to start at its core – you need to challenge the beliefs, values, attitudes, and behaviors that currently define it. This first part of the change process is usually the most difficult and stressful. When you start cutting down the "way things are done", you put everyone and everything off balance. You may evoke strong reactions in people, and that's exactly what needs to be done.

By forcing the organization to re-examine its core, you effectively create a (controlled) crisis, which in turn can build a strong motivation to seek out a new equilibrium. Without this motivation, you won't get the buy-in and participation necessary to effect any meaningful change.

Move/Change

After the uncertainty created in the unfreeze stage, the moving stage is where people begin to resolve their uncertainty and look for new ways to do things. People start to believe and act in ways that support the new direction.

The transition from unfreezing to moving/changing does not happen overnight. People take time to embrace the new direction and participate proactively in the change. Time and frequent communication are two key factors

necessary for the change to occur. People need to understand the changes as they occur and feel that they are part of the change. Some take a long time to recognize the real benefits. This can lead to fear and rumors that need to be handled quickly. Use Change Agents or Champions to help you in this crucial step.



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Refreeze

Once the changes have taken effect, the next stage is to freeze or crystallize the changes within the organization. Putting the proper processes and the organizational hierarchy in place to manage them is important to ensure this happens. If done right, most people will ultimately embrace the change (or will find themselves "changed out.")



Constant change, without freezing things in place at least momentarily, leaves people without a clear sense of direction. It becomes more difficult as time goes on to convince people that something needs changing if you don't give the most recent changes time to fully crystallize. Also, taking the time to celebrate the successful completion of changes within the organization provides everyone with a feeling of reward and gives them closure.

By recognizing these three distinct stages of change, you can plan to implement the change required.

Practical Tips for Each Stage:

Unfreeze

1. Determine what needs to change.
 - Survey the organization to understand the current state.
 - Understand why change has to take place.
2. Ensure there is strong support from upper management. Change slows without buy-in and active support from the top.
 - Use stakeholder analysis and stakeholder management to identify and win the support of key people within the organization.
 - Frame the issue as one of organization-wide importance.
3. Create the need for change.
 - Create a compelling message as to why change has to occur. (Burning platform)
 - Use your vision and strategy as supporting evidence.
 - Communicate the vision in terms of the change required.
 - Emphasize the "why".

4. Manage and understand the doubts and concerns by remaining open to employee concerns. Address them in terms of the need to change.

Move/Change

1. Communicate often.
 - Do so throughout the planning and implementation of the changes.
 - Describe the benefits.
 - Explain exactly the how the changes will effect everyone.
 - Prepare everyone for what is coming.
2. Dispel rumors.
 - Answer questions openly and honestly.
 - Deal with problems immediately.
 - Relate the need for change back to operational necessities.
3. Empower action.
 - Provide lots of opportunity for employee involvement.
 - Have line managers provide day-to-day direction.
4. Involve people in the process.
 - Generate short-term wins to reinforce the change.
 - Negotiate with external stakeholders as necessary (such as employee organizations).

Refreeze

1. Anchor the changes into the culture.
 - Identify what supports the change.
 - Identify barriers to sustaining change.
2. Develop ways to sustain the change.
 - Ensure leadership support.
 - Create a reward system.
 - Establish on-going feedback systems.
 - Adapt the organizational structure as necessary.
3. Provide support, training and clear communication.
4. Celebrate success!

Bi-monthly Meeting Recap — February, 2011 Meeting

“Critical Thinking - Transforming Ideas into Strategic Advantage” with Dr. Ron Piccolo

Dr. Ron Piccolo began his presentation by having us help him find some characteristics of Critical Thinking:

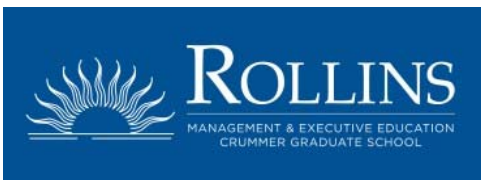
- It should be free from bias or prejudice.
- It is more HOW to think than WHAT to think.
- It is more of a process.
- It recognizes signs and symptoms.
- It enables you to empathize, to "put yourself in the other guy's shoes."

In being analytical, it is important to select the information that is credible, and to estimate the relative importance of multiple explanations. He used an example of the fact that there are more shark bites on a beach on days when more ice cream is sold. The punch line was that both occurred on days when there were more people at the beach. So be careful not jump to conclusions, either about correlation or cause.

Dr. Piccolo had participants from the audience each take a side a debate. Three or four separate questions were debated. Observations and learning points from them were:

- Each side softened its position over time.
- It was particularly useful for someone to take the position (in role) opposite to the way they really felt.
- The importance of data (vs. opinion) was emphasized, although some data can be misleading.
- Beware of anecdotal evidence.
- Beware of not noticing the poor framing of a question (the one in debate).
- Beware of using emotion instead of reason and evidence.

Special thanks to Rollins College for hosting the GOOD Network meeting in February!



Many companies use survival training for their executives as a way build trust and teaming. Many in the audience shared their experiences with it. It allowed you to see people in a different venue. It set up conditions in which your physical well-being depended upon others.



By creating that dependence on one another, it built a team culture. Everyone got to know each other in a different light. They understood better that everyone in their own way tries to do the best that they can for the company. The follow-up back in the office environment was critical. Because of the risks taken, trust was required. That trust, when put to work back the office environment, led to empowerment, which in turn led to self-confidence and accountability to one another.

But, above all, trust underpinned everything Dr. Piccolo tracked some recent stock values of well-known companies over time. It turned out that the fluctuations in some cases were more market driven than anything to do with what the management of the companies did.

He was able to show that President Obama's popularity rating likely changed not because of anything he did as much as that it tracked the way it always has for Presidents. He showed how anomalies in sports (e.g., the Sports Illustrated magazine "cover jinx") can be explained without paranormal explanations.

To make yourself more effective in the realm of critical thinking, he said :

- Ask different questions.
- Look for contingencies.
- Look for causes and correlations, but don't jump to them too quickly.
- Search out your own biases and be aware of them.

Dr. Piccolo suggested checking out a website called criticalthinking.org.

Announcements: Special Conferences and Programs

Discounted Rates for the OD Network Conference 2011

Register by April 15th, and get \$400 off the regular Conference 2011 fees. That means that OD Network members can register for just \$795 and non-members can join us for \$1045. Register now at: <http://www.odnetwork.org/events/conferences/conf2011/index.php?>

OD Network Conference 2011 will be held **October 30-November 2, at the Baltimore Hilton**. If you were in Baltimore for Conference 2007, you know how this vibrant city contributed to the Conference experience.



Programming for the Conference has begun. Watch <http://www.odnetwork.org/events/conferences/conf2011/index.php?> as we add information in the next few months.



NTL Institute Upcoming Certificate Programs



Organization Development Certificate Program: <http://www.ntl.org/inner.asp?id=231&category=3>

Appreciative Inquiry Certificate Program: <http://www.ntl.org/inner.asp?id=232&category=3>

Coaching Certification Program coming in 2012

Individual 2011 Class offerings:

<http://www.cvent.com/EVENTS/Calendar/Calendar.aspx?cal=80aa9e29-5d11-413a-b07d-4181791c3bc5>

Candidates for Gestalt OSD International Program



The Organization and System Development International (OSDI) program offers professionals effective alternatives for influencing the systems in which they work, and a cross-cultural milieu that challenges and develops participants beyond their already proven scope of accomplishments. The faculty includes representatives from four continents, and the five week-long sessions over a span of 16 months occur in five different countries.

The experiential nature of the program design enables participants to practice new skills in observing, reporting, and consulting in organizational settings. It is an intensive, international-based training which draws heavily from the Gestalt theory. You don't need to know much about Gestalt or a Gestalt approach to organizational systems - that's one of the things the program does.

If you are interested in more information about Gestalt theory or the OSD International program; go to the website: http://osdgestalt.org/trainingprograms.php?program_id=29

Or call Harold Hill at 407/927-6189 for more information. This is a once in a life time, game changing development journey. Invest in your future.

Application deadline is April 15, 2011!



Send all Program and Conference announcements that would be of interest to GOOD Network members to:

NEWSLETTER@goodnetwork.us



**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.

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

Editor: Carol Emmett

CONFERENCES AND WORKSHOPS

Please let us know of any local open enrollment professional development opportunities and workshops that could be of interest to our GOOD Network members. Send details to:

Newsletter@GOODNETWORK.US

Local Workshops

- **April 12, 2011**, Critical Thinking for Better Results, Rollins Mgmt. & Exec. Educ., <http://www.rollins.edu/execed/schedule/index.html> ; 407-647-1252.
- **April 19, 2011**, "Enjoy the Ride" with Steve Gilliland, Central Florida Human Resource Association, <http://www.cfhra.org/calendar.cfm>
- **April 28, 2011**, Executive Presence: Communicating with Power, Rollins Mgmt. & Exec. Educ., <http://www.rollins.edu/execed/schedule/index.html> ; 407-647-1252.
- **May 5-6, 2011**, Crucial Confrontations: Tools for Resolving Broken Promises Violated Expectations & Bad Behavior. Contact: slia@gemsconsultinginc.com, 407-397-4357
- **May 10-11, 2011** Finance for Non-Financial Managers, Rollins Mgmt. & Exec. Educ., <http://www.rollins.edu/execed/schedule/index.html> ; 407-647-1252.
- **May 17-19, 2011**, Kepner-Tregoe Problem-solving & Decision-making, Valencia Enterprises, <http://www.valenciaenterprises.org/hr.cfm>; 407-582-6688
- **May 26, 2011** Driving Performance with Emotional Intelligence, Rollins Mgmt. & Exec. Educ., <http://www.rollins.edu/execed/schedule/index.html> ; 407-647-1252.
- **June 2, 2011**, Finance and Accounting for Non-Financial Managers, Valencia Enterprises, <http://www.valenciaenterprises.org/hr.cfm> ; 407-582-6688
- **June 2-3, 2011**, INFLUENCER: The Power to Change Anything. Contact: slia@gemsconsultinginc.com or call 407-397-4357
- **June 8-17, 2011**, Kepner-Tregoe Analytic Troubleshooting, Valencia Enterprises, <http://www.valenciaenterprises.org/hr.cfm> ; 407-582-6688

Conferences — Future Dates

ASTD 2011 International Conference — "Learning to Lead", May 22-25, 2011, Orange County Convention Center, Orlando, FL
<http://www.astdconference.org/ice11/public/enter.aspx>



SHRM 2011 Annual Conference — June 26 - 29, 2011, Las Vegas Convention Center, Las Vegas, Nev. <http://annual.shrm.org/>



OD Network Conference 2011 — "Change is Coming!", October 30 - November 2, 2011, Baltimore Hilton, Baltimore, Maryland.
<http://odnetwork.org/>

