

The GOOD News

Greater Orlando Organization Development Network



August 9, 2013 Bi-Monthly Meeting

“Leadership Development and Succession Planning”

GOOD Network membership always requests more on the topics of Leadership Development and Succession Planning. We are delighted to have Patti Dammann, from the Institute of OD in South Florida, join us to address both of these important topics at our Friday, August 9, 2013 bi-monthly meeting.

Using a highly interactive workshop format, she will discuss an integrated approach to the often nonintegrated area of **Leadership Development**. The topics will include:

- Identifying key LD drivers,
- How to assess your current Leadership,
- Identifying gaps and implications,
- Defining a Leadership strategy, and
- Ultimately defining an overall LD strategy.

Small groups will have the opportunity to discuss and address each of these areas once they are introduced.

Succession Planning is an area that everyone thinks is important, but in which relatively little is constructively done. Best Practices will be highlighted, and once again, small groups will have an opportunity to develop pieces of a Succession Plan strategy. Finally, workforce forecasting will be examined as a key piece of Succession Planning. Who should participate in Succession Planning as well as

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REGISTRATION FOR THE BI-MONTHLY MEETING

Join us for the bi-monthly meeting, Friday, August 9, 2013

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

Location: Goodwill Industries of Central Florida - 7531 S. Orange Blossom Trail, Orlando, FL 32809. [Click here for a map](#)

RSVP: [Click here for registration page](#). All members and their guests must register to attend the meeting.

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what positions should have Succession Plans will be addressed by our table groups. The morning will conclude with a discussion of Successor Profiles, Development Plans that contain real development opportunities, and how to measure the success of Succession Management efforts.

Come and join us for lots of networking all morning long!

SPEAKER BIO

Patricia Dammann has over 20 years experience working with individuals, management and teams to facilitate change and individual and organizational growth. She has extensive experience partnering with organizations in the area of strategic planning, process improvement, project and performance management, team building, training needs assessment and design, facilitation and evaluation, coaching and mentoring.



Patricia has worked with organizations such as the South Florida Health Foundation, Tyco Corporation, Pfizer Corporation, Memorial Healthcare System, United States Postal Service, Vitas Innovative Healthcare, Mellon Bank, Merrill Lynch, Motorola Corporation, Harris Corporation, CSX-Transportation and Burlington Northern Santa Fe Railroad.

Patricia holds a Masters of Science in Human Resources and a Masters of Business Administration from the Florida Institute of Technology, a Bachelor of Science in Industrial and Labor Relations from Cornell University and a licensed Registered Nurse.

Patricia has attained professional certification from The International Association of Facilitators as a facilitator and assessor. She is currently working on attaining a Black Belt Certification from the American Society of Quality, to align her education credentials with work experience.

See Goodwill Industries Behind the Scene following the Meeting

The Back to School rush will soon be upon us and many of us will be cleaning out our closets.

Remember just 24 pounds of discards equals a good job for an individual with a barrier to employment. And you can bring those discards to the August meeting to drop in the handy collection bin. But, few of us stop to consider the journey our donations take once they enter the warehouse, let alone the positive impact they can have on our community.

A short **15 to 20-minute tour** through the Goodwill Industries campus, after our next meeting, will truly open your eyes to the operation beyond the kind worker who takes your donations to the back of the store. You will see and learn all about Goodwill's Vocational and Community Service Programs facility to help high school drop outs earn their diplomas, occupational therapy lab for the disabled, employment placement agency, huge retail

warehouse, recycling program and so much more.

So stay after the meeting to discover what Goodwill really can do with that suit that no longer fits and toy your child doesn't play with anymore.



Upcoming Interest Group Meetings

External Consulting Interest Group -- Friday, July 19, 2013

Location: Rollins College, Bush Executive Center, Room 223. Park in Suntrust Garage (across the street from the building).

Date/Time: July 19, 2013 at 11:30 AM -- bring a bag lunch if you wish

Join us on Friday, July 19th at 11:30 AM at Rollins College (Bush Executive Center, Room 223) to hear comments and discussion with Robert Prescott, PhD, SPHR. Dr. Bob, as he is commonly known, is a member of the Graduate Faculty of Management at the Crummer Graduate School of Business at Rollins College, where he teaches courses in both the MBA and MHR programs. This group's purpose is to provide a collegial environment with opportunities to network, share best practices, and increase our knowledge of the business and marketing aspects of consulting.

Please visit our [External Consulting Event page](#) to register and review more about the program including Dr. Bob's credentials.

Coaching Interest Group -- Thursday, July 25, 2013

Location: Mimi's Café, 4175 Millenia Blvd., Orlando (near Millenia Mall)

Date/Time: July 25, 2013 at 6:00 PM

Members interested in Coaching are invited to attend this meeting on Thursday, July 25 at Mimi's Cafe. The theme of this meeting will be **Coaching Challenges**. What is your current coaching challenge? The group may be able to give you a new perspective on meeting your challenge. What was the greatest coaching challenge that you faced? How did you meet the challenge? Let fellow coaches learn from your experience.

Reservations are required to reserve space at Mimi's Cafe. Click here for the [Coaching Event Page](#).

Quarterly Book Group -- Thursday, August 8, 2013

Location: Mimi's Café, 4175 Millenia Blvd., Orlando (near Millenia Mall)

Date/Time: August 8, 2013 at 6:00 PM

Please join us at Mimi's Cafe on Thursday, August 8 at 6:00 PM for a discussion of *DRIVE: The Surprising Truth about what Motivates Us* by Daniel Pink. Watch this [video](#) for a sneak peak of what's inside or read the [book synopsis on Amazon](#).



Reservations are required to reserve space at Mimi's Cafe on the [Book Club Events Page](#).

President's Message

By **Pat Brown**

It's hard to believe that 2013 is more than halfway complete. I'm sure nearly all of you feel the same way as you race the clock to meet your daily, weekly, and monthly activities and accomplishment targets.

I am delighted with how things have gone for the GOOD Network in the first half of the year, and look forward with anticipation to what's ahead of us. Patti Dammann of the Institute of OD in South Florida has an information-packed, interactive (yes, lots of networking opportunities) session planned for us for August 9. Rick Bommelje will join us in October for his favorite topic of Listening. And Scott Tannenbaum will visit us from New York State in December to address overall Organizational Effectiveness from an OD standpoint. It's a great lineup, and I'm excited.



Membership and attendance still exceed expectations. All the SIGs continue to thrive. Mentoring is still working. And why wouldn't everything be going well? It's you, the membership, that make it so.

We are still looking for some 2014 help on the Leadership Team. Please contact me or anyone else on the LT if you have an interest. "New blood" is healthy. It brings fresh perspective and contributes to overall organizational vitality.

Most of you know that we are examining our Newsletter and other Social Media to determine the optimal method of disseminating information to the GOOD Network. You'll hear more about it as things unfold.

Enjoy your summer. Make sure you take some no-doubt-richly-deserved vacation!

See you on August 9.

Get Involved -- We need volunteers for special GOOD projects:

- Graphic design or artistic help to redesign and/or refresh our logo.
- Financial talent to work with our Finance Chair.
- Content managers and writers to work with our website administrator on small website tasks.

Contact [Pat Brown, President](#) for details



New Member Spotlight

Introducing Tara Goodlander!

I am a recent Industrial-Organizational Psychology Master's graduate from Xavier University in Cincinnati, OH. Although I am a recent graduate I have a lot of experience between two internships and two part-time positions. In these professional opportunities, I was able to apply my theory, statistics, and teachings to real world issues such as Talent Management, Organizational Development, Consulting, Training, and much more. Also, I have a certification in MBTI and a Black Belt in Lean Six Sigma. I moved to Orlando in June of this year and have been lucky enough to network with some great professionals in the area. My goals are to find an OD career in which to grow as a professional, to further develop skills and gain more expertise within the OD field, and to continue education through a Ph.D. program attending professional conferences, getting certificates in relevant fields of HR, etc. Overall, I am excited to grow my professional career in Orlando and to become an active participant in the GOOD Network.

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

Although I would be considered entry level, I have a tremendous ability to analyze data. I am great at taking data, seeing the story it tells, and relating the information to something the client or employee can comprehend and work with.

What do you love most about what you do?

When I positively affect the bottom line while enhancing the organizational experience, that is what I love most about Organizational Development work. I find improving processes, policies, along with client and employee experience is the most satisfying aspect of what I do.

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

Work-Life Balance. I can't help but wonder what the business world will look like in 5, 10, or even 15 years with the technology capabilities that we have access to today. Technology can be extremely resourceful to client and employee alike but also possibly detrimental to the balancing act of life and work. Technology is changing the way business is done and we as professionals need to start thinking about what we can do to help in that process.



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

Stay up to date on the trends through popular business books or academic research. Challenge yourself to learn something new through any reliable media. This is the age of information and it's much easier to be "quick on your feet" if you keep your mind and skill sets active.

What do you find most valuable about the GOOD Network?

Networking with others who are experts in the field of OD but may or may not have the same strengths as yourself is such a great way to collaborate and learn at any level of your career. Feeling comfortable in asking your peers for guidance, being asked for suggestions on issues, or merely connecting with someone who loves OD as much as yourself is such an amazing feeling that you can only get at the GOOD Network events.

Communication Changes are Coming Soon!



The results of our June Member Survey are in. Thanks for sharing your readership habits of the GOOD Newsletter and your use of Social Media sites.

Based on your feedback, you will see changes in how our communications and content are delivered to you.

The core findings of the survey suggest the following changes:

1. Readership of the Newsletter in THIS current newsletter form is not the best use of our volunteer resources. **So look for more information to be posted on the website and a shorter imbedded email version of the GOOD News after this issue!**
2. Many of you use social media but most of you don't want to have to search for information in several locations. We are building a communication strategy that will push GOOD Network information from the website out to social media sites for those who are interested in following us there, but we will use the **website as our chief information channel** along with email announcements of events and important news.

There will be a major software upgrade by Wild Apricot (our hosting service) in October that will make the website even easier to navigate. So stay tuned!!

Calendar of Upcoming GOOD Network Events



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

July 19, 2013 -- External Consulting Interest Group, 11:30 am - 1:30 PM at Rollins College, Bush Building, Room 223

**MARK YOUR CALENDAR for
GOOD Network Future Events**

July 25, 2013 -- Coaching Interest Group, 6:00 PM at Mimi's Cafe at Millenia Mall

October 11, 2013 -- Bi-monthly meeting
December 13, 2013 -- Bi-monthly meeting

August 8, 2013 -- Book Club meeting at 6:00 PM at Mimi's Cafe at Millenia Mall

Watch the events page for our Special Interest Group meetings planning for the Fall.

August 9, 2013 -- Bi-monthly Meeting at Goodwill Industries, 8:30 AM - 12:30 PM

Special Invitation to GOOD Network Members!

GOOD Members are invited to a free exclusive Executive Briefing with one of the authors of the book that Kouzes & Posner "highly recommended... to anyone who aspires to make extraordinary things happen in organizations."

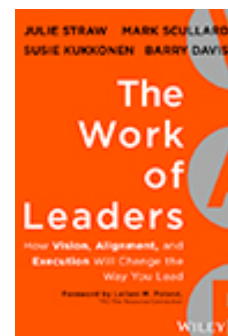
Complimentary registration includes: breakfast, networking, and a **FREE COPY** of the book!

Date: Friday, September 27, 2013

Time: 8:00 AM - 10:00 AM

Location: The Alford Inn at Rollins College, 300 East New England Avenue, Winter Park, FL 32789

Registration: www.resourceconnection.com/VAE.html to register and learn more. Registration is required for attendance. Presented by: TRC -- The Resource Connection.



Reducing the Faking and Fear Factor in Personality “Tests”

By: *Dr. Mimi Hull*

"Fear and faking" are probably the two biggest concerns employers have about using personality “tests” with their employees. Here are a dozen ways to reduce this!

1. First, stop calling them “tests!!!” We encourage our clients to use the word “profile.” A test implies you can fail it. A profile is more about being descriptive.
2. Tell people why they are taking the profile, how it is going to be used, and why it is important for them to be honest.
3. Remind participants that if on the profile they indicate that they are one type when actually they are another type, they will incur unnecessary stress trying to act in an unnatural manner.
4. Choose a profile with proven safeguards, reliability and validity like the DiSC® or MBTI®.
5. Be knowledgeable about the profiles by going through a certification or Train the Trainer programs, or use an outside consultant who is experienced using the profiles.
6. Use an outside consultant. People are typically more honest when an outside consultant administers and helps interpret the profile.
7. Consider the personality requirements of the job and measure them. For instance, the ability to work long hours without social interaction is more "natural and desirable" to some positions and some people than it would be to others.
8. If you are concerned that someone else might take the profile instead of the actual person, have him or her take it under supervision.
9. Tell participants that they will be discussing their answers. This helps hold people responsible for consistent answers.
10. Conduct interviews and discussions with participants after they take the profile. If someone has intentionally provided false or inflated answers, you might spot discomfort or hesitation during the interview.
11. Remind people that the profile is a useful tool that will give them insight into themselves and that it can be a “gift” that will help them be more motivated and satisfied in all that they do.
12. Finally, let people know that the profile will help them to recognize and explain their needs and wants. This is useful in performance reviews and on their resumes as well.

Hopefully by doing these things, a personality profile will be seen as a welcomed opportunity rather than a feared or faked event!

Dr. Mimi Hull is a licensed psychologist who is certified in many assessments, and she holds a doctoral minor in psychometrics.

Surfing the GOOD Network Website

By Carol Emmett, Communications Chair & Website Administrator

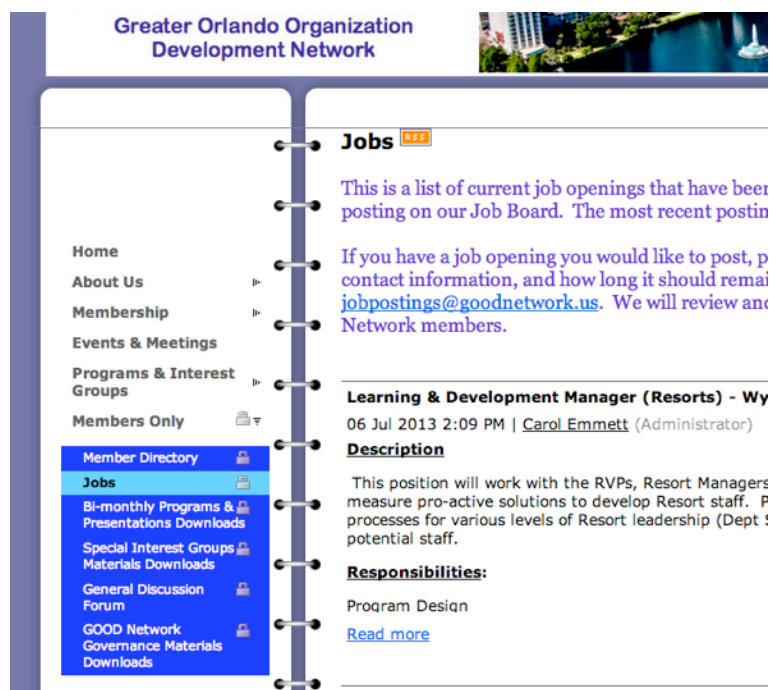
Have a Job? Need a Job? Check out our JOBS page!

The GOOD Network website hosts a Jobs Page where anyone can submit an OD-related job opening (including HR, leadership development, training, OD, consulting, performance management, coaching, etc.). We also post openings from recruiters who have openings in our field. The position does not have to be local to be included since our members are interested in seeing all openings.

The job description will be posted on the Job Bank until the position is filled, and there is no fee for posting jobs.

Any member can access the job openings by logging into the website with their email and password and clicking on the Members' Only navigation tab. To view the openings, click on JOBS in the Members Only section, and you will see the current openings. The most recently posted openings appear at the top of the list.

If you have a job opening you would like to post, please submit the details of the position, contact information, and how long it should remain posted. Send it by email to: jobpostings@goodnetwork.us.



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What's This RSS Thing on our Website?



It can sometimes be hard to keep up with all your favorite websites – including the Good Network site. So how do we help alleviate this problem? The answer is simple — Really Simple Syndication or RSS.

What is RSS?

RSS is a notification system that alerts you when updates are made to your favorite websites. It allows content to be sent to your computer without you having to seek it out and visit an actual website. Think of it like TiVo, but for the Internet. Rather than channel surfing for hours on end, you can use an RSS reader to organize all your favorite content in an easily accessible format. Like TiVo, you just tell it what you want to record, and it sends it to your computer for later viewing.

How does RSS work?

All you need is an Internet connection and a RSS feed reader. This is a program that waits for your favorite sites to post new content. When something new pops up on a site you're subscribed to, it gets sent to your RSS reader instantaneously. Once you've installed an RSS feed reader, you can get started. I'm on a MacBook Pro and use [Netnewswire](#). If you are on Windows you have plenty of options – even configuring Outlook as a RSS reader.

How do I use RSS on the GOOD website?

Once your RSS reader is installed, visit the GOOD website pages with RSS feed icons (Events, Jobs, Announcements). Click on the icon and copy to link. Paste the link into your RSS Reader.

Now every time the **Events** page, **Jobs** page or **Announcements** are updated, your RSS reader will show the updates!



GOODNETWORK.US

Meeting Program Recap — June 2013 Best Practices Meeting

By Pat Brown, President

On Friday, June 14th, 69 GOOD Network members assembled at Goodwill for our eighth annual Best Practices meeting. We heard six stimulating and thought-provoking presentations by fellow members.

The first session, **"Performance and Measurement Frameworks of OD Initiatives,"** featured Dr. Tim Brock. He discussed three different performance and measurement frameworks that are capable of being linked to Return-on-Investment (ROI). These frameworks have been used globally by many organizations in both the private and public sectors, as well as international agencies. They produce solid, measurable results that can be directly tied to the overall performance metrics of the organization. Because they are measurable, each of these frameworks provides an opportunity to justify OD initiatives, both in advance and after the fact.

Carol Anderson followed by presenting **"Drawing on the Science of Quality and Error in OD."** She helped us understand how some organizations who face literal life-and-death situations (the military, hospitals, and the like) deal with failure to mitigate and often eliminate future failures. Most failures are due to human error. And most human error is caused by some type of organizational weakness. As it turns out, getting to the root cause and ultimately to the answer is part-scientific, part-cultural. Much of what "life-and-death" organizations do is applicable and can be implemented in all of our organizations. We came away from the session understanding error and how to mitigate it a little better.



L to R: Paul, Lisa, Tim, Carol, Rick, and Yolanda

In **"Using ADOBE Connect to Engage Virtual Work Teams,"** Paul DePalma unlocked the power of the technology behind virtual team meetings and conferences. With ever-increasing requirements across all industries for virtual communication because we work remotely from one another, technology becomes the best approach to simulate face-to-face conversations and meetings. Can it do it as well? Not quite, but as Paul showed us, via hints, tips, and techniques, that it does a very good job of coming close.

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Yolanda Elliott, in her presentation entitled **"Multipliers,"** answered the riddle around why some leaders (Multipliers) actually make those around them smarter and more effective while other leaders, referred to as "Diminishers," have the opposite effect. Multipliers attract talent because they seek it out. And they develop reputations so that talent seeks them out in return. They find the best in people, invest in it, value it, and then let the talent speak for itself. Much of being a Multiplier is common sense, but many leaders do not understand their shortcomings and therefore do not see themselves as others do.

In describing **"On-boarding and Culture Building at Nemours,"** Rick Kennedy offered an up-close-and-personal look at how they built the culture at the recently opened Nemours Children's Hospital. The challenge was how to build a culture pretty much from scratch while keeping the institution's eyes on its mission of delivering quality health care to its clients. It was a huge undertaking, and Rick took us through many of the struggles, including the successes and some missteps that occurred along the way. Standards of Behavior were built to create explicit expectations and enable all to speak a common language regarding culture. A very compelling piece of the story was that Nemours involved clients directly in significant decisions such as hospital design and whom to hire into key positions (physicians, leaders).

Lisa Hancock shared the **"Q3 Manpower Employment Outlook Survey"** results with us. They had been produced earlier in the week, and were consequently very fresh. The well-respected quarterly survey has been produced for 50 years, and is intended to measure employers' intentions to increase or decrease the number of employees in their respective workforces. Lisa was able to share that with us, including looks at different industries as well as outlooks from a global view right on down to our specific geography. Many industries anticipate increasing their hiring activities in Central Florida in the near term!

The quality of the presentations was a reminder of how much talent we have in our organization.

If you missed the meeting, the presentation slides have been posted on the website. Log into the website at GOODNETWORK.US with your password and click on "Members Only" to reveal the menu where you will find **"Bi-monthly Programs & Presentation Downloads."** The slides from June 2013 will be at the top of the list.

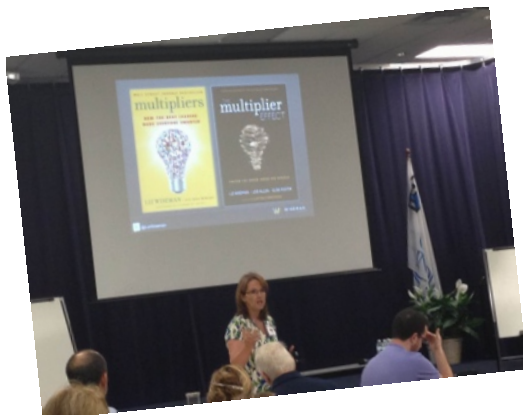
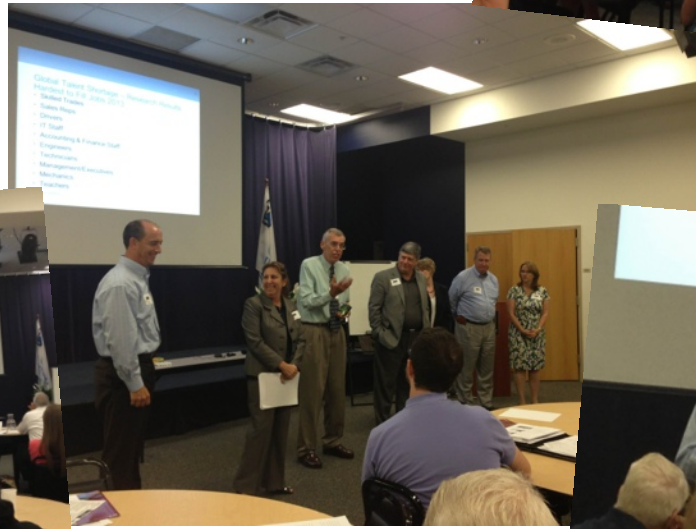
Greater Orlando Organization Development Network

Program Materials

Handouts and slides from many of our previous bi-monthly meetings are available for download here:

Program Title	Materials to Download
2013	
2013 Best Practices – Our 8th Annual Session	Best Practices Slides from all Presenters
Meeting of the Minds: The Emergentics Workshop Experience	Emergentics Presentation.pdf
Change without Migraines	The Magic List: Resistance - Why it Matters and what to do about it
2012	
Leadership Development: Best Practices and Lessons Learned	Leadership by Design Slides (survey results) Survey Data Findings ... Comments (Brenda) Closing Remarks (Brenda)

June 2013 Best Practices Photo Album



Workshops and Conferences

Central FL Workshops

July 25 -- 26

Situational Leadership II

American Management Assoc., St.
www.amanet.org

August 26 -- December 2

SHRM Certification (PHR or SPHR)
Valencia College, West Campus
407-582-6688

August 20 -- 23

MBTI Certification

Center for Applications of
Psychological Type
Gainesville
www.capt.org

August 26 -- 4-month course

HR Certification Preparation
Valencia College Continuing
Education

<https://c2k.valenciacollege.edu/>

September 12

DiSC Train-the-Trainer

Certification Program
Valencia College Continuing
Education, West Campus
407-647-1252

[https://c2k.valenciacollege.edu/
Home.asp](https://c2k.valenciacollege.edu/Home.asp)

September 26-27

Change Management Certificate
through ASTD, held in Orlando,
ASTD.org

National Conferences

October 5 -- 8

**Innovating OD -- The Organization
Development Network Conference**



Doubletree by Hilton Hotel, San
Jose, California

Theme: *Innovating in...Social
Systems, Learning, Networking,
Organizations, and Practice
Development*

Registration: [http://
www.odnetwork.org/?
page=ConfReg2013](http://www.odnetwork.org/?page=ConfReg2013)

Please let us know of any
professional development
workshops & conferences that
could be of interest to our GOOD
Network members.

Send details to:
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.

**Greater Orlando
Organizational Development
Network**

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