

The GOOD News

Greater Orlando Organizational Development Network



January — February 2013

Volume 8, Issue 1

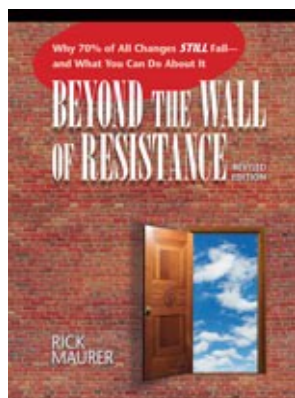
February 8, 2013 Bi-Monthly Meeting:

Change Without Migraines

Most changes in organizations fail, so they turn to organizational development professionals for help. Rick Maurer, this month's speaker, found leaders who can answer these two fundamental questions tend to get far-better results when major changes occur.

- ♦ Why do people support change?
- ♦ And, why do they resist it?

It is surprising how few leaders can answer both of those questions. Since writing *Beyond the Wall of Resistance* in 1996, Rick Maurer has dedicated his practice to helping clients answer those questions, and then turn that knowledge into action.



During this highly-interactive session, Rick will teach his **Change without Migraines™** approach, and provide plenty of opportunity for practical application.

In addition to the two fundamental questions, he will cover:

- ♦ What it takes to make a compelling case for change
- ♦ How to get a project started off on the right foot
- ♦ How to keep change alive so you get real results
- ♦ How to get back on track if a change starts to derail

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NOTE: As part of your registration for this Special Event, we are ordering a new edition of *Beyond the Wall of Resistance* for each participant. Rick will actively use his book during his workshop in lieu of handouts. Our book order must be placed by January 25th to assure delivery, so please register early!

Registration Details

[Click here](#) to register for this event. **All members and guests must pre-register to attend the meeting.** Membership dues for 2013 and guest event fees should be pre-paid on PayPal prior to the meeting. Walk-ins with no registration cannot be accommodated at this meeting. We expect a full house.

Special Event Fees for this meeting:

GOOD Network Members: Free with a paid 2013 membership

All guest registrations: \$45.00 which includes Rick Maurer's book



Meet the Speaker: Rick Maurer, Change Management Consultant and Author



Rick Maurer, a renowned change management consultant, expert speaker, and best-selling author, focuses on how to get results from major change without headaches, cost overruns, and hidden problems...or

Change Without Migraines™.

He will fly down from Washington DC to deliver a very interactive half-day workshop focused on Change Management - one of our most requested topics.

An engaging and passionate profession-

al consultant and speaker, Rick Maurer delivers insightfully to small and large groups of senior executives, middle managers and staff levels.

He has worked with business leaders from a variety of companies throughout the world including major Fortune 500 companies, as well as private companies and nonprofits.

Rick's clients have included: Lockheed Martin, Deloitte & Touche, Fannie Mae, Freddie Mac, AOL, National GeoSpatial Intelligence, Rohm & Haas, Syngenta, Charles Schwab, Verizon, National Education Association, The Washington

Post, NASA, Tulane University Hospital, Kaiser Permanente and many government agencies. Due to the popularity of Rick Maurer's books, *Why Don't You Want What I Want?*, *Beyond the Wall of Resistance*, and *Building Capacity for Change Sourcebook*, Rick's opinion has been sought by CNBC, NBC Nightly News, The Wall Street Journal, The Washington Post, Bottom Line, Investor's Business Daily, Fortune, USA Today, The Economist, Industry Week, and Nation's Business.

Don't Miss the Early Bird Membership Dues Special

We are offering our **\$65.00 Early Bird membership dues** special for all members who re-join the GOOD Network **before February 1, 2013**.



Members have received automatic renewal invoices from the website system. If you cannot locate that renewal email and invoice, please log in to the website using your email address and password.

You will see a special notice (see example on the left) alerting you that an invoice for 2013 membership is outstanding and ready for payment. Click on it and rejoin today!



If you log in and click on view profile in the login box, you will go directly to your membership profile page where you will also find a renewal notice. Click on "view/Pay invoice" to renew. See the example on the right.

Not yet a GOOD Member? Take advantage of this \$20.00 savings and go to the membership application page on our website at goodnetwork.us

We encourage everyone to use PayPal as we have removed those pesky fees, and you can pay using your credit card on-line.

We have a Special Event for our February 8, 2013 Bi-monthly meeting. To attend as a member and avoid the \$45.00 special event fee, your membership dues must be paid for 2013 prior to the meeting.

My profile

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Membership details

Membership renewal initiated, not paid yet.
[View / Pay invoice](#)

Membership level **Individual Membership - \$65.00**
Subscription period: 1 year, on: Januz
No recurring payments

Membership status **Pending - Renewal**

Member since 08 Aug 2012

Renewal due on 01 Jan 2013

See Goodwill Industries Behind the Scenes



Immediately following the Feb. 8 meeting, please join Steve Humphries, Meeting Site Logistics, for a behind-the-scenes tour of the Goodwill Industries of Central Florida facility.

Goodwill Industries of Central Florida

7531 S. Orange Blossom Trail
Orlando, Fla. 32809

The GOOD Network Meetings are also a great opportunity to drop off all of your gently used donations as a way to show your appreciation for their continued hospitality .



President's Message

Happy New Year!



By: Pat Brown

We anticipate another successful year in the GOOD Network. In addition to our two already-established Special Interest Groups (SIGs), we have yet another group that has recently been launched by Beth Cox. The External Consulting SIG has generated tremendous interest. The Mentoring program paired up several Mentors and Protégés throughout 2012, and we hope to sustain or increase participation.

Once again, we look forward to a series of thought-provoking speakers in our meetings. Author and Change practitioner, Rick Maurer, has agreed to come down from Washington, D.C. and speak at our Feb. 8 meeting (see more on that elsewhere in the Newsletter). This year we will focus on more interaction and networking opportunities with all of you in our bi-monthly meetings. The most recent member survey suggested we could do more, so we will.

Here is the Leadership Team for 2013:

- ◆ Pat Brown, President
- ◆ Janina Abiles, President-Elect
- ◆ Kathryn Farynowski, Speaker and Event Liaison
- ◆ Carol Emmett, Communications/Website
- ◆ Bill Fowler, Membership
- ◆ Sherry Graziano and Patrick Donnelly, Finance
- ◆ Michelle Lauren, Social Media Coordinator
- ◆ Erica Sorrell, Past President
- ◆ Linda Strobel, Advisory Board
- ◆ Martin Tier, Advisory Board and Coaching SIG leader

- ◆ Beth Cox, Advisory Board and External Consulting SIG leader
- ◆ Jerry Salzburg, Founding Member at Large
- ◆ Kristin Chase, Founding Member at Large

To find out more about us, check out our bios at the website.

Megan Garard has graciously volunteered to be our 2013 Newsletter Editor. Steve Humphries will be our on-site Logistics Coordinator at Goodwill Industries.

There are still some open positions and I encourage you to contact me to discuss joining our team.

- ◆ We need a Quarter Book Club leader for 2013.
- ◆ Our Communication/Website and Membership positions will also want "elects" to nominate themselves to begin to learn to assume these positions when our current chairs move on.

2013 promises to be one of the best years ever. See you on February 8!



Portrait of "Cosette" by Emile Bayard, from the original edition of Les Misérables

By: Carol E. M. Anderson

Principal at Anderson Performance Partners

Article originally published in Anderson's blog,
[...@ the intersection of learning, performance and rewards](#)

I hope everyone had a wonderful and relaxing holiday season, and wish a prosperous 2013 for all. I gave myself the gift of distance for the past couple weeks – distance from work and social media...down time. Very nice. Another gift was seeing Les Mis – twice! Being a fan of the stage, I was skeptical about the casting in the movie, but it was perfect. Yet neither the stage nor the movie tells the full story of Monsieur Madeleine – le nom de Jean ValJean while in Montreuil-sur-mer where he is the town's Mayor and the master of vast workshops that employed the townspeople of the village. I found a leadership lesson in the pages of Victor Hugo's description of what happened after M. Madeleine confessed to being ValJean and disappeared.

Hugo writes:

"After his fall, what happened at Montreuil-sur-mer was the usual self-interested divvying up of what is left when great men fall...The vast workshops of Monsieur Madeleine were shut down; the buildings fell into ruin, the workers scattered....From that day forth, everything was done on a small scale instead of a large scale – for the lucre, instead of for the common good...the bonds knitted by Monsieur Madeleine became tangled and broke...everything fell apart." (p 303)

In leadership theory we espouse the competencies of building vision and building relationships....both of which Hugo attributes to M. Madeleine. ValJean/Madeleine was a visionary – he saw the opportunities in a long-dormant local industry, rebuilt the industry and then some, and was appointed Mayor of the town.

But it is the building of relationships that allows the vision to take flight. In this context, building relationships has nothing to do with friendship, and everything to do with keeping the vision alive through constant communication and contact, removing obstacles or issues that cloud the vision, and inspiring the benefits of the common good achieved by the vision.....providing the glue that held the people together.

In Madeleine's case, the common good was jobs and economic prosperity. When he left, the vision left with him because there was no more glue – no more intervening, no more inspiration, and no more astute leadership. In today's world of business and leadership, leaders must continue to provide the glue, and the complexities of the world make this more and more challenging. Organizations downsize, creating "working managers" – so the position of "leader" is less clear. Organizations promote "the best and brightest" in the work, but perhaps not in leadership skill. Building relationships is exponentially more difficult, as special interests at all levels of the organization come on strong.

The lesson from Les Mis, I think, is the critical importance of leaders being clear on their roles, being developed in leadership skills to face today's complexity, and being held accountable as leaders so that the vision can stand the test of time. Perhaps I am being naive, but it seems to me that there is nothing in organizations today that is more important.

Reference:

Hugo, V., (2009). Les Misérables (J. Rose, Trans). New York: Random House.



Meeting Recap: December 2012

Improving Intergenerational Interaction in the Workplace



Article by: Megan Garard

It's no secret that life experiences can shape people's attitudes and perceptions of the world. Yet, all too often this is overlooked when trying to solve the mystery of what makes fellow associates tick. One factor playing a role in the congruency of relationships at the office is the multi-generational composition of a team.

At the most recent GOOD Network Meeting on Dec. 7,

2012, Craig Lee, Orange County Senior HR Division Advisor, discussed strategies to reduce multi-generational misunderstanding and conflict.

However, before his strategies can be practiced, managers must be able to understand the values and experiences that may set generations apart. Lee identified the general characteristics these four generations:

- **Silent (Traditionalists)** - Born between 1925 and 1942
Value loyalty and honest, hard work.
Lived a conventional, linear life.
Respect formality, tradition and authority.
- **Boomer** – Born between 1943 and 1960
Challenged traditions and became culturally influential. Consider Themselves as cool.
Desire collaboration and new approaches.
- **Gen X** – Born between 1961 and 1981
Value work-life balance.
Independent and project oriented.
Skeptical, cautious and pragmatic.
- **Gen Y (Millennials)**— Born between 1982 and 2001
Can build relationships solely on electronic communication. Tendency to follow authority.
Optimistic, flexible and well-rounded.

Lee said these groups did not form their characteristics by accident; early life experiences fashioned by culture and history shaped their attitudes and mores.

Harnessing the Strengths and Motivations of each generation:

| Generation | Motivation | Strengths |
|---------------------------------|---|--|
| Silent (Traditionalists) | Personal touch communications, ask permission to coach then coach tactfully, learn about their background, ask about their concerns in a non-threatening manner | Loyal, stable, detail-oriented, hard working |
| Boomers | Public recognition, promote opportunities for change, name recognition, building consensus, invite to participate in management, reward long hours | Driven to success, politically correct, team players, desire to please |
| Gen X | Give a variety of projects, autonomy of process, constructive feedback, technology, variable scheduling, options | Adaptable, techno-savvy, independent, creative |
| Gen Y (Millennials) | Mentoring by elders, heroism by example, creative teamwork, multi-learning | Optimism, confidence, work experience, highly techno literate |

Meeting Recap: December 2012 (Con't)



attacks, school shootings, techno literacy and the Internet. At home, Millennials had soccer moms who took an active role in their lives both in and out of school.

So when faced with all of these differences and competing values, what is a manager or HR specialist to do? Lee said it is important to bridge the gap between these groups by focusing on a generation's motivations and leveraging their strengths. (See Chart 1) Lee also advised that managers can be more come more flexible through expanding their definition of loyalty, recognizing a different approach to work ethic, allow for the difference in everyday skills and diversify the use of interpersonal communication.

Once Lee had completed his lecture on successfully managing generations, he asked the attendees to play a generational board game modeled on Trivial Pursuit and Scatagories.

In this game teams competed to get to the center tile by acting out characters or answering questions relevant to any one of the four generations. Many of the participants raved about how much they loved the game. Many said it helped them to realize how little they may know about each generation's experiences, and how those experiences form a groups distinctive principles.

The Silent Generation experienced the great depression NS World War II. Their family setting was strict and followed firm teachings of morality, good and evil. Boomers experienced the Civil Rights Movement, Women's Liberation, Vietnam, space exploration and their family setting focused on the children's happiness.

Those growing up in Gen X experienced the explosion of the Space Shuttle Challenger, the Exxon-Valdez Oil Spill, the beating of Rodney King, the subsequent L.A. riots, sex on primetime T.V., and living as latch-key kids. The Millennial Generation experienced terrorist

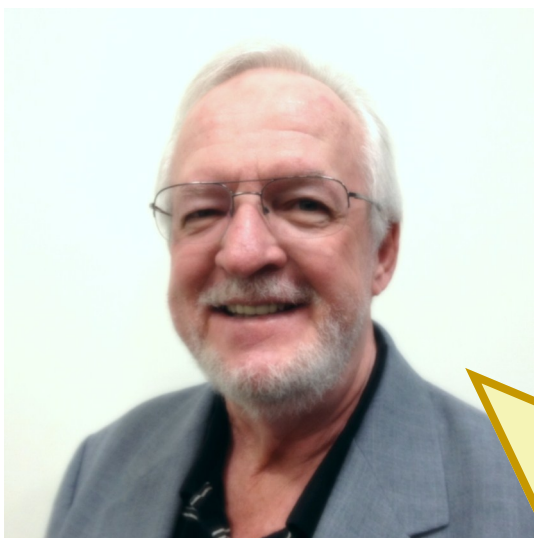


Member Perspective — December 2012 Meeting

Today was my first GOOD meeting, I was impressed with how the meeting was structured. The morning continental breakfast allowed time for me to meet people, and then the facilitator provided an opportunity for fun, informative professional development. I was pleasantly surprised by the commitment of the group to help those looking for jobs and those needing to fill openings. It was topped off with the tour of Goodwill. I feel like the time spent was well worth it.



Elena Bowers, MBA, SPHR
Valencia C.C.



Tony Marchesseault, M. HRM
Eagle Training Group

"Craig Lee's board game on Intergenerational Interaction was a fun way to review and test learners on their knowledge. Participants had a chance to get to know each other, role play and compete with other teams as they moved their play pieces across the board. The game provided us a low threat, fun and interactive way to gather workers of all ages. Exploring generational gaps, team communications and conflict were nicely covered during this highly interactive board game. Many were discussing the answers long after the game was over, which is what all trainers want to hear!"

The presentation on Improving Intergenerational Interaction in the Workplace was terrific. It was highly interactive and engaging, which, of course, means it was impactful. Craig Lee did an excellent job of challenging our assumptions about the differences among members of the generations present in today's workforce. I gained insight about my own generation, the Boomers, and learned about the expectations and communication differences of others generations.



Carol Borne, Trainer/Facilitator
TravelClick, Learning Connections

Save the Date: Upcoming Events

Central Florida Workshops

Jan. 29-Feb 1

MBTI Certification

Gainesville, FL.

www.capt.org

Feb. 4 - May 6

[SHRM Certification \(PHR or SPHR\)](#)

Valencia College, West Campus

407-582-6688

Feb. 6 - Mar 20

[Essentials of Financial Accounting for Non-Financial Managers](#)

Rollins Management & Executive Education

407-647-1252

Feb 7

[Refining Your Professional Development Strategy](#)

Webster University, North Campus

helledmd@gmail.com

Feb. 12 & 19

[Aligning Processes to Organization Strategy](#)

Rollins Management & Executive Education

407-647-1252

Feb. 21-25

Creative Trainer's Boot Camp

Aboard Royal Caribbean's Liberty of the Seas;

407-320-0700

steve@OurCruiseAgent.com

National Conferences

June 16 - 19, 2013

Society for Human Resource Management

[SHRM 2013 Annual Conference & Exposition](#)

Chicago, Illinois

May 19-22, 2013

ASTD 2013

[International Conference & Exposition](#)

Dallas, Texas

April 11-13, 2013

Society for Industrial and Organizational

Psychology

[2013 Conference](#)

Houston, TX

Preconference Workshops: April 10, 2013



The GOOD Network 2013 Meeting Schedule

February 8

April 12

June 14

August 9

October 11

December 13

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



Editor:

♦ Megan Garard

Special assistance with this issue:

♦ Carol Emmett J
♦ Janina Abiles

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

The GOOD Network is affiliated with:

