

# The GOOD News

Greater Orlando Organization Development Network



April, 2014

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## UPCOMING EVENTS

### April Bi-monthly Meeting

Using the Right Metrics to Improve Feedback and Performance

[Click here for a complete program description and on-line registration.](#)

### Upcoming Meeting Dates for 2014

Mark these Fridays in your calendars for our 2014 Bi-monthly meetings:

June 13  
August 8  
October 17  
December 12

## April 11, 2014 Bi-monthly Program

### *Using the Right Metrics to Improve Feedback and Performance*

We will meet this coming **Friday morning**, April 11, 2014.

### Program Description

Effective performance management is based on a continuous cycle of measurement and feedback, such as those provided by performance systems like dashboards. Yet there are high rates of dissatisfaction among users of such systems, mainly due to irrelevant performance data, and lack of guidance about how to use the data - for example, how to provide useful and purposeful feedback to employees.

This can represent a significant cost in money, time, and frustration. This interactive presentation will provide participants with practical guidance for ensuring that they use the right data in the right way to continuously improve the performance of people, processes, and organizations.

Session objectives include:

- Discuss the relationships between measurement, decision making and performance improvement
- Apply performance mapping as a

## MEMBERSHIP NEWS

### Welcome our Newest Members

The following new members joined GOOD Network since our last meeting:

- Chad Brown
- Scott Brown
- Marissa Caravelis
- Renee DeRouin-Jessen
- Julie Duff
- Stephen Fussell
- Laura Gallaher
- Stacey Gething
- Jack Green
- Susan Havill
- Dave Kesting
- Angie Perez
- Kamaria Scott

### GOOD Jobs -- Check out our Website

The GOOD Network website has a job bank of current positions. GOOD members are encouraged to check the website regularly for current positions.

If you have an open position you would like to advertise, please email:

[jobpostings@goodnetwork.us](mailto:jobpostings@goodnetwork.us)

## Special Interest Groups

Meetings of our Special Interest Groups (SIGS) are typically scheduled in the off months between our bi-monthly meetings. Both the Book Club and the External Consulting Group met in March. Future programs of SIG groups will appear on the website under [EVENTS & MEETINGS](#).

[Learn more about our SIGS on the website.](#)

## ANNOUNCEMENTS

### President's Message

[Click here to link](#) to the most recent message from our Co- Presidents, Carol Anderson and Laura Newcomer.

### CALL for PRESENTERS!

The June meeting will be our Annual Best Practices meeting and a Call for Presenters invitation will be emailed later this week.

[\(click here to download now!\)](#) So be thinking about how you can share YOUR best practice with us! Proposals are due Friday, April 25.

### Workshops & Conferences

If you know of upcoming

tool for identifying, aligning, and monitoring performance indicators (metrics)

- Explore a process for 'translating' data into useful and actionable feedback

### About Our Speaker



Ingrid Guerra-López, PhD, is an internationally recognized performance improvement specialist and best-selling author. Dr. Guerra-López is Associate Professor at Wayne State University and CEO and founder of the Institute for Needs Assessment and Evaluation (IFNAE). She has served on the Board of Directors of the International Society for Performance Improvement (ISPI), and is Editor-in-Chief of ISPI's research journal *Performance Improvement Quarterly*. She is co-author of the best-seller *Needs Assessment for Organizational Success*. She has authored other widely used books that have become performance evaluation standards such as, *Performance Evaluation: Proven Approaches for Improving Program and Organizational Performance*.

### FEBRUARY PROGRAM RECAP

#### *Influence Without Authority*

We have created a new [Bi-monthly Programs Recap page](#) on the website where you can read summaries of our recent bi-monthly meetings. The recap of the February, 2014 bi-monthly meeting has been posted to this [new page](#).

To view the presentation slides from Dr. Piccolo's presentation, visit the MEMBERS ONLY page of the website and click on [Bi-monthly Programs](#)

To view posted jobs, login to the website and click on [JOBS](#) under the **Members Only** section tab on the pull-down menu. The newest open positions at the top of the list.

Be sure to update your [membership profile](#) on the GOOD website as well. We have employers in our membership who will use our Member Directory to search for possible candidates.

### VOLUNTEER FOR THE LEADERSHIP TEAM

Ready to jump in to volunteer? Email our [Presidents](#) and tell them you want to get involved.

**Program Team** -- help formulate our bi-monthly programs.

**Membership Team** -- help recruit and orient new members and plan networking events.

**Communications Team** -- help publish our E-Newsletter and social media content.

**SIG Chair** -- start a special interest group.

### ODNetwork National Conference



*Recognize, Transform, Energize*

workshops and  
conferences, be sure to  
share them with GOOD  
Network by posting them  
directly onto our website!

[\*\*Downloads.\*\*](#)

10/25/2014 to 10/28/2014

Loews Philadelphia  
1200 Market Street  
Philadelphia, PA

Visit the [\*\*Workshops and  
Conferences page\*\*](#) on the  
website.

Learn more by visiting  
the [ODN website](#) for more  
details.

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