

# The GOOD News

Greater Orlando Organization Development Network



## Friday, August 10, 2012 Bimonthly Meeting

### *Amazing Face Reading: Creating an immediate connection*

#### *Speaker Ann Marks*

The session will provide participants with an accurate and immediate assessment tool to better understand every person they meet. Input will include how to immediately read anger, stress, deception, confusion and wariness on another person's face. Learning to read faces creates a deeper empathic connection with others, creates better working alliances, creates better interviews for hiring, and fosters better communication between management and employees. The presenter guarantees that by the end of the session, participants will never look at another person the same way again.

Understanding different personalities, character traits and individual perspectives is often a challenge in hiring, managing, motivating and communicating with others. Most personal conflicts arise from misunderstanding and a rush to judgment. The session will provide a new way to see people without labeling or judging them. Instead it will give an understanding of others' strengths and weaknesses.

Amazing face reading is a tool that can create win/win situations by knowing instantly when there has been a communication breakdown. This session will help every participant have more effective interactions with every person they meet.



*Ann Marks has two master degrees one in theology and the other in counseling psychology. Ann became interested in face reading over 15 years ago when she attended a presentation by Mac Fulfer. Ann immediately saw the value of reading her own face and then realized it changed the way she looked at everyone else. She began to use this tool to improve her ability to connect and communicate with others. Ann is now Mac Fulfer's business partner and gives presentations and classes on face reading to groups throughout the United States.*

## REGISTRATION FOR THE BI-MONTHLY MEETING

Join us for the Bimonthly Meeting, Friday, August 10, 2012

8:30 AM—12:30 PM, includes continental breakfast

**Location:** Goodwill Industries of Central Florida

7531 S. Orange Blossom Trail, Orlando, FL 32809.

**Reminder:** Bring school supplies to donate! (for more info, see page 4.)

**RSVP:** All members and their guests must RSVP to attend the meeting. Because we must order a continental breakfast and limit registration to the size of the space, your reservation is a must if you plan to attend.

[Click here to go directly to the registration page.](#)

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## President's Message

by Erica Bader-Sorrell

Happy Summer everyone! I hope you have been able to enjoy some time with friends and family.

As we slide into fall, my thoughts are turning towards giving back to our community. As a Network, we are going to again support the Children's Home Society and their project to fill back packs for children in need. You are invited to bring school supplies to the August meeting and stay afterwards to help stuff the packs for delivery. You will find additional information about that project here in the newsletter.

As I mentioned at the last meeting, I also encourage you to support Goodwill as our partner. Now might be a good time to clean out those closets and put the bags aside for the August meeting. Goodwill has been so generous to allow us to use their meeting space; I would like for us to give back when possible.

Lastly we are excited about our upcoming Bi-Monthly Meeting in October. We are looking at a different format for the meeting to discuss best practices in leadership development. We are looking for panelists who would be willing to share their experiences with developing leaders. You should have received an email about that project already. Please contact me and Pat Brown if you are interested.



## Thanks to Goodwill Industries for hosting our bimonthly meetings in 2012!

### 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 Expressway – 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 ½ mile on the right. It is at the corner of OBT and Skyview Dr.

**REMEMBER:** You must pre-register in order to attend the meeting.

**RSVP:** [Click here to go directly to the registration page.](#)

## Member Spotlight: Rob Rogers

### What Does OD Look Like at Beacon College?



**Where do you work?**  
*Beacon College is in Leesburg, Florida and is a four year college exclusively for students with language based learning disabilities, A.D.H.D. and A.D.D. I am happy to be at Beacon College where I feel that we are striving for higher learning for all.*

**What is student services at Beacon College?** *Our student services department provides the out of classroom learning and leadership experiences for students. I direct a team whose areas encompass mental health counseling, life coaching, housing, activities, transportation, and food services.*

**What do you do?** *I work on the processes and systems that will assist my staff in being successful in their position while also providing students with the best services and programming that will enable their learning and development.*

**How do you use OD at Beacon College?** *It's important to me that our team is aligned to our department's mission and values so I talk about it a lot and celebrate people when they model the culture that I'm trying to create. I also do other traditional OD stuff, like team building, perform focus groups, surveys, training, and provide coaching to students and staff.*

**Areas for continual improvement?** *Higher education does not always mean higher learning. I'm currently in a doctorate class at UCF where I am learning how to intersect all the players in higher education so that students and employees can experience greater learning. So one thing I am always encouraging staff and students to do is to*

*help me improve our interpersonal communication with one another. I do not know why people do not use reflective or active listening skills. Maybe it is because of business, ignorance or that we just do not value what others have to say. Regardless, I feel that being a good listener is the first step to experiencing healthy relationships and our world (and all of our organizations) is in need of people with healthy relationships.*

**Why do I attend GOOD Network?** *I enjoy connecting and learning from other professionals that are into OD. There's never a time I walk away from an GOOD Network meeting and haven't taken away something valuable, not just from the speaker, but from the members as well.*

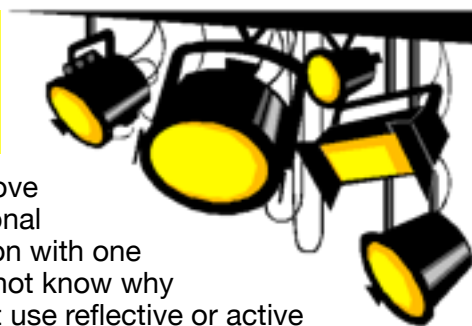
**How is OD expressed differently in higher education than in traditional corporate organizations?**

Though every organization is different, here are a few things I have noticed:

1. When organizations have value statements that state, "everything we do is to benefit the customer," then I get concerned. I want to work for an organization where they value superior customer service and greatly value their employees. All people need to be valued, not just the one who is purchasing the product or service. In higher education, the customer is the student but I think we can serve both students and employees well.

2. As John Maxwell says, "everything rises and falls on leadership." In my opinion, OD work can only be as effective in higher education if those in leadership are open and willing to learn and develop. Higher education does not always mean higher learning.

*Rob Rogers, M.A./Cell: 352-638-2120*



## Make a child's first day of school a great day!

### Donate School Supplies Needed for Children's Home Society

Remember how much fun it was to get your new school supplies? The GOOD Network is partnering with Children's Home Society of Florida to deliver supplies to almost 1000 Central Florida kids who would otherwise go to school without. Here is how you can help:



Option #1: Get your organization involved. Solicit donations of new backpacks and/or school supplies (listed below) from your colleagues, then scoop them up and cart them off to our August 10 GOOD meeting.

Option #2: Just hop in your car and come to the August 10 GOOD meeting. Bring supplies if you can, but either way, plan to stay after the meeting for the "Packing of the Packs"; we'll start packing around 12:15 pm.

Supplies Needed: BACK PACKS appropriate for early teens (Middle School age) AND anything on the reminder note below:



- Wide Ruled Loose Leaf Paper
- Folders
- Highlighters
- Red Pens
- Colored Markers
- Calculators
- USB Flash drives

# WANTED: PANELISTS FOR LEADERSHIP DEVELOPMENT

Dear GOOD Network Members,

One of the key topics that surfaced in our 2011 member survey was leadership development. The Leadership Team has brainstormed our options and we have agreed to hold a panel discussion of GOOD Network members, highlighting best practices in leadership development. ***That's where you come in – we are looking for volunteers to serve on this panel.***



During the panel discussion, we are looking to cover the following areas of leadership development:

- Methodologies and Approaches: *What does leadership development look like in your organizations? Does it include classroom training, online courses, coaching, job shadowing, etc.? Or is it an ongoing development process?*
- Influencing the Organization: *How do you influence key decision makers on leadership development decisions? How do you gain buy-in?*
- Identifying Needs: *How do you identify the skill gaps, audiences, participants for your initiatives?*
- Design and Development: *How does your organization create development programming? Do you buy or create internally? Do you have a process to help determine what topics are included?*
- Implementation: *What success and learning do you have around how to implement/deliver a development program or ongoing programming?*
- Evaluation: *The big question everyone wants to know the answer to is how you evaluate your initiatives. What metrics do you track? Have you mastered ROI?*

This panel discussion will be moderated by a fellow GOOD Network member and will allow for the panelists to share their thoughts and experiences around several of these topics. We will also allow for questions from the audience to further explore. We would love to have a well-rounded panel of members – large and small organizations, public enterprises, private companies, nonprofit organizations, internal staff, and external consultants.

**If you would like to participate on this panel at the October 12 bimonthly meeting, please contact Pat Brown, President-Elect, at [pgbrown407@gmail.com](mailto:pgbrown407@gmail.com) by Friday, August 3<sup>rd</sup>.** We are excited about this new meeting format and look forward to a productive meeting of sharing and learning.

Thank you!  
Erica Sorrell, President  
Pat Brown, President-Elect

## Mentoring Program Update

***Pat Brown and Matt Hallett***

Most of the initial pairing that needed to occur has already occurred. We should know more definitively by our August meeting, but at this point it appears that we have four new relationships committed to and underway, with four more possibly launching soon. We also have some additional top-notch would-be Mentors out there who have thrown their hats in the ring. Thanks to all who have participated and volunteered. We think this Mentoring "club" will grow in size in the future!



## Our Customers Help Select Our Leaders

**Rick Kennedy, Senior Human Resources Business Partner, Nemours**



Selecting qualified professionals with the dedication and compassion required to perform pediatric patient care requires a sophisticated approach, and recently I was challenged to examine recruitment from a new perspective. Though I have served as a human resources executive for more than 25 years, I never explored the opportunity to include external stake-holders in recruitment.

HR professionals and organizational leaders are keen to consider how each candidate will impact our organization's effective operation and leadership, but do we ever consider the opinions of our customers? Do we involve our customers in selecting key employees?

Nemours Children's Hospital will soon open in Orlando. Our organization made a promise to deliver a family-centered patient care model that values open communication between health care providers, patients, and their families. To achieve this promise, we formed a Family Advisory Council (FAC), made up of parents, many with children with chronic medical conditions and extensive experience with the pediatric healthcare system. With the help of this council, we shaped the design and operations of the hospital, empowering our parents who will ultimately decide the success of our organization.

Our Chief Nurse Executive challenged HR to involve the FAC in the hiring of administrative and clinical leaders as well as physicians

at Nemours. It was difficult to imagine how we would create a legal, practical and meaningful way to interpret FAC feedback on prospective hires. FAC members represent a broad spectrum of our local population including small business owners, stay-at-home parents and professionals; many had never served as interviewers. HR decided we would get back to basics. We would properly train the FAC with best practices that made our team effective, supervise their work, and integrate them in hiring processes.

The Talent Acquisition team revised the management interviewing skills presentation to equip our FAC members with a consistent approach to interviewing, as well as counsel them on labor laws that impact interviewing and how to provide fair, defensible assessments that we could ultimately use as part of our hiring decision. FAC members who agreed to participate in the behavioral interviews attended this training session. Our team shared best practices on conducting a successful interview, including everything from establishing rapport to clarifying understanding through probing questions and reviewing notes to summarize candidate assessment. Each FAC member was prepared with a full lesson on legal considerations and employment laws that impact hiring.

Candidates who apply at Nemours Children's Hospital first met our recruiters who screened candidates based on skills, education and

experience. First-round interviews were conducted by the hiring manager, and that person determined whom he or she would like to invite back. During the second interview, the candidate met with the hiring manager, departmental leadership, peers, human resources representative and two FAC members. HR was initially present to provide support and re-direct questioning, if necessary.

Later, HR was confident that being present at FAC interviews was no longer necessary.

Questions from FAC interviews included:

- *Tell us about a memorable experience you had working with a team. How did your communication together impact the patients' care?*
- *Can you share an example of how you weighed family input on a patient's treatment?*
- *What are some ways the candidate selected for this position can use feedback from patients' families?*
- *Describe a time when you had to handle a challenging situation when it comes to explaining a diagnosis or treatment to a patient's family.*

Feedback from FAC interviews proved invaluable in the selection of the finest physicians and leaders to manage our hospital.

*continued on next page*



Some might ask how much is the input from the FAC weighed in the hiring decision.

One anecdotal piece of evidence is that our Chief Administrative Officer was selected over another candidate based primarily on the input the FAC provided to our Chief Executive Officer.

Does involving customers in the hiring decision go beyond healthcare? Think about the day-to-day interactions you have with

the educators who teach your children, police who keep your streets safe or financial planners who manage your accounts. Imagine if you had a voice in recruiting those people, helping to select candidates who have your best interests at heart. Bringing this recruitment technique to more organizations empowers HR professionals to build a new level of trust between customers and organizations, cultivating loyalty and creating a community of highly invested stake-holders guiding your organization to a successful future.

Some suggestions on how to get started in using customer input in your key hiring decisions:

- Rally senior leadership to support the idea and ensure buy-in throughout the organization.
- Create a comprehensive training program and invite hiring managers to participate alongside consumer volunteers identified to assist with interviews.
- Develop a protocol to evaluate and use the feedback received as part of the decision-making process.
- Monitor interviews and be prepared to help redirect questioning, if necessary.
- Follow-up with consumer volunteers for their feedback on both candidates and the new interview process.

## It's "Who You Know" That Counts, Say Most Workers PHILADELPHIA June 26

More workers believe "who you know" is more important than job performance in order to get ahead in their organization, according to a survey by Right Management, the talent and career management experts within ManpowerGroup.

Right Management surveyed more than 500 employees throughout North America and found that 44% think "who you know" is what determines advancement, while just 39% think it is job performance. For 4% it is job tenure, and another 13% say they have no idea since their employer never provides clear criteria.

In your opinion, what does it take to get ahead in your organization?

- 39% Job Performance
- 4% Tenure in Current Position
- 44% Who you know
- 13% Don't know as it's never made clear

"Workplace cynicism sure runs deep when merely one-in-three thinks it is merit that opens up opportunities or influences advancement," said Monika Morrow, Senior Vice President of Career Management for Right Management, which provides talent, career and outplacement services to Fortune 500 companies. "It's unfortunate so many workers think politics drives promotion. And it's certainly wrong too, since organizations are doing more to identify promising talent and shape their development."

An additional finding that many claim there are no clear criteria for advancement should be of major concern to top management, Morrow observed. "If

we add together the politics people and the puzzled group we get 60% who aren't plugged in to what ought to be open and fair development options. No wonder employers so often find their people so unsatisfied or disengaged from their work."

Morrow offered advice to employees who may feel out of the development loop:

- Identify your strengths. Seek out your manager for constructive career discussions. Carefully assess your strengths; your strengths are where skills and interests intersect.
- Tie strengths to business needs. Clarify how your strengths tie to the priorities of your organization. Where are opportunities for adding value or closing gaps in contribution?
- Continue to grow and learn. Look for growth opportunities, such as volunteering for a special project or suggesting a new idea to your manager.

Apply these to help your manager address priorities and drive organizational success.

*The survey of 516 employees from the U.S. and Canada was conducted between May 16 and June 15.*

*As the workforce consulting experts within ManpowerGroup, Right Management designs and delivers solutions to align talent strategy with business strategy. Expertise spans Talent Assessment, Leader Development, Organizational Effectiveness, Employee Engagement, and Workforce Transition and Outplacement.*



# Coaching Corner: Coaches Interest Group Update

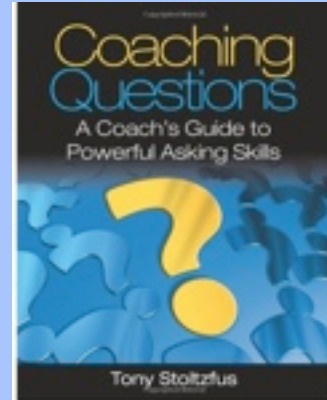
## *Coaches Interest Group - next bimonthly meeting*

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

**Date/Time:** Thursday, September 13, 2012 @ 6:00 PM

**Reservations are required.**

**[RSVP at the Coaches Interest Group Reservation Page.](#)**



The theme of this meeting will be using questions in coaching. Coaches bring your most powerful questions and be prepared to talk about your questioning methodology.

What we are reading:

Coaching Questions: A Coach's Guide to Powerful Asking Skills  
by Tony Stoltzfus

Powerful questions are a coach's greatest tool; so nothing can improve your coaching ability more than building great asking skills. Whether you are a life coach in training or an experienced professional, if you are doing relationship or executive coaching, Coaching Questions has the tools, techniques and question examples to help you ask questions with greater impact.

This reference guide is a toolkit packed with dozens of questioning skills, models and exercises, covering everything from conversational models, options and obstacles to advanced asking skills like reframing, tolerations and decision strategies. Each asking technique is briefly described, then illustrated with coaching question examples (more than 1,000 in all). This coaching manual also offers hints and tips for where to use the different asking tools, and practice coaching exercises you can use to increase your skills. It even includes an independent study schedule that lets you practice with a peer to master these powerful coaching techniques on your own.

The single most important skill in coaching is asking powerful questions. In this volume, master coach trainer Tony Stoltzfus joins with 12 other professional coaches to present dozens of valuable asking tools, models and exercises, then illustrates these coaching strategies with over 1,000 examples of penetrating questions. Covering the gamut from basic techniques like options and actions to advanced concepts such as challenge and reframing, Coaching Questions is a book that will find a home on any coach's short list of handy references.



Coaching Questions: A Coach's Guide to Powerful Asking Skills includes:

1. Dozens of asking tools, models, and strategies.
2. The top ten asking mistakes coaches make, and how to correct each one.
3. Nearly 1200 examples of powerful questions from real coaching situations.
4. Destiny discovery tools organized in a four-part life-purpose model.
5. Overviews of 15 popular coaching niches, with a tool and examples for each.
6. A schedule of training exercises to help you become a "Master of Asking".



## WORK + FUN + CREATIVITY

### *Dr. Mimi Hull, Hull Associates*

One of the goals for any program that I do is that it has to be fun. Why? Because studies show that when fun is an added component to work, productivity and creativity increase. Ask Southwest Airlines or Google employees and they will tell you that their culture is one of high energy and high fun.

Fun at work is not a new idea. Even during the Agricultural Age, work songs helped ease dreary tasks. Boomers like to separate work and fun. The X and Y generation believe that if it is not fun, it is not worth doing. To them fun is not the reward, it is the work itself. So how do you make work fun?

- Capitalize on the spontaneous. If one person is having a funny experience, let them share it. Fun can't always be scheduled.
- Embrace 'out of the box' thinking. Expand boundaries. Intentionally, brainstorm silly solutions to problems. Don't make rules that limit the process.

- Do physical and / or competitive team building activities. Have a watermelon seed spitting contest. When we say physical, it means moving.

Getting out of the chair and talking in a circle facing out rather than facing in typically brings a smile to the face and ideas to the brain.

- Encourage people to express themselves. Have fun stuff on hand. Balloons, balls, markers, large sheets of paper, play dough, silly putty, and dress up clothing can be great fun tools.
- Let people volunteer to be the Fun Master of the day. You will be surprised at how much more creative and productive your organization will be!



## Thanks to Goodwill Industries for hosting our bimonthly meetings in 2012

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.

**24 pounds of  
items donated =  
vocational assistance  
for 1 person**

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



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## Bimonthly meeting - June 2012 meeting - member thoughts

Following the last meeting, we asked three members, in three different professional roles, to share their perspectives on the session. Here is what they had to say.

**Laura Gallaher**  
*Organizational Development*



The best practices sharing event was awesome! It was the first best practices session I have attended at the GOOD network, and I loved hearing a variety of topics in such a short time. From Erin Casey's presentation on using training as change management, I was inspired by the change manager's toolkit idea as well as the idea of having change coaches who are either HR people or program managers. We want to do so much more in OD than we have the resources for, so I love the idea of bringing in our rock stars of change management to help us with that function!

Matt Hallett led a wonderfully interactive session that highlighted for me some new ideas around training transfer such as borrowing from the counseling world and conducting relapse prevention as a post-training activity to enhance training transfer.

Martin Tier's presentation on Growing the Positive Mind was fantastic! The idea of keeping a Gratitude Journal, which was reinforced by both Erin and Barbara, so it is definitely something I will do – I have already downloaded the app for my iPad! Excellent session and I'm already looking forward to next year's!

**Wendy Richard**  
*HRD/Recruitment*



The GOOD Network continues to feed my passion for learning. As Dr. Barbara Seifert graciously accepted to mentor me through the GOOD Network mentoring program, it was the perfect timing for me to attend the recent session that was focused on mentoring, positive mind, knowledge transfer, and change management.

In his presentation, Matt Hallett elegantly articulated some great tactics to translate training into real practices. Inspired by Walt Disney's thought that "it takes people to make the dream a reality", I observe that people are quick to do things that make a difference for others. With leadership support and a trainer's dexterity, training can be successful if it is properly designed and delivered. And successful training can equip someone to truly have an impact.

**Nancy Young**  
*Business Dev./Talent Management*



The Seventh Annual Best Practice Sharing Session was informative, motivational and interactive! I was greatly impressed with the content from each session and especially impressed with the level of engagement from the audience.

For me, the highlight of the sharing sessions was the collaboration with my group during the breakout sessions and hearing all the different ideas shared from the audience.

All of the topics were valuable, but I thoroughly enjoyed hearing from Erin Casey with Houghton Mifflin Harcourt. Her presentation demonstrated the importance of a well-structured Communication Plan and the impact it has throughout an organization.

**We always welcome articles from our members. Send your article to:**  
**[NEWSLETTER@goodnetwork.us](mailto:NEWSLETTER@goodnetwork.us)**

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## Bi-monthly Meeting Recap:

### June 2012 Best Practices

By Janina Abiles

June 8 was our annual best practices session, featuring four members who spoke on a variety of topics. You will find a brief summary of each presentation on the next two pages.



#### Supporting Change Management Through Training

*Erin Casey, Talent Management Consultant, Houghton-Mifflin Harcourt*

Erin Casey took GOOD members through a real-life example of a change management initiative at Houghton-Mifflin Harcourt. The initiative impacted a global organization within the company, reaching more than 500 employees in ten locations. There were three key elements to the training program: 1) classroom sessions co-facilitated by an HR business partner and an operations manager, 2) a change management tool kit for managers, and 3) change coaches. The training consisted of two modules - one for all employees and a second workshop for managers. The employee training focused on self-awareness with discussions around the change curve, spheres of influence, a transition model, understanding reactions to change, and how to manage through change. In the manager workshop, participants learned to apply the lessons from the first training along with the materials in the tool kit. The tool kit included worksheets, tools, templates; these materials were everything a manager would need to put together an effective change plan from development of the plan to communication to execution. Lastly, the change coach program was an added layer of support. Managers could request a change coach as a resource; a change coach would be a higher level leader who would help the manager work through the plan using the tool kit. Erin's example was a comprehensive change management training program that reached all levels of the organization and provided employees with skills to extend beyond the current changes.



#### Growing the Positive Mind *Martin Tier, Executive and Business Coach, Positive Performance*

Martin Tier's presentation was a look inward at the human brain and the mind. Tier reminded us that as professionals in HR, OD, and training, we often become the counselors in our organizations; employees come to us as an emotional outlet. Therefore, it's critical for us to maintain and grow a positive mindset. Tier explained that emotions can be described on a spiral scale, where negative emotions spiral you down while positive ones cause an upspiral. He noted that negative emotions are normal and necessary in many situations in life; the goal is to grow a positive mind so that the negative spiral will not sink us down too far. New research has shown that there are specific activities one can do to repair and recover the cells in the brain just as physical fitness activities can repair and grow muscles in the body. There are several effective exercises in the emotional gym; these include focusing on strengths, gratitude, and meditation. Tier mentioned the Authentic Happiness website and the book *Strengths Finder 2.0* (Tom Rath, 2007) as resources. He suggested a gratitude journal in which you record things you are thankful for each evening before bedtime. And for a short, daily meditation, he shared this simple formula: say the words **joy, peace, love, and gratitude** each ten times. Tier's enthusiasm was contagious and left participants feeling a renewed sense of focus on ensuring their own levels of happiness.



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## Bi-monthly Meeting Recap: June 2012 Best Practices (continued)

### **From knowledge to performance: increasing training transfer**

*Matt Hallett, Consultant - Training and Development, General Dynamics*



Matt Hallett tackled a challenge that every organization has faced at one time or another: bridging the gap between learning and performance. Hallett's approach was a creative exercise in which the audience participated in a scenario. He reminded attendees that employees have various knowledge, skills, beliefs, and personalities and they are all motivated in different ways. As professionals, we cannot control employees. What we can control is training design and delivery and organizational support. With that in mind, Hallett asked members to take on the role of trainer, OD consultant, or manager. Table groups then engaged in discussion about what to do before, during, and after training to ensure success. Hallett provided numerous tangible suggestions for ensuring training transfer. Ideas included: meeting with both managers and employees in advance of training, using a variety of instructional techniques, and instilling a "learn from mistakes" climate. Hallett's session was engaging and interactive, demonstrating some of the instructional techniques he cited. (Worthy of mention were Hallett's unique power point slides which provided attractive illustrations for visual learners.)

### **Mentoring: How mentoring programs can help organizations**

*Dr. Barbara Seifert, Owner / Coach / Consultant, Committed to Your Success Coaching*



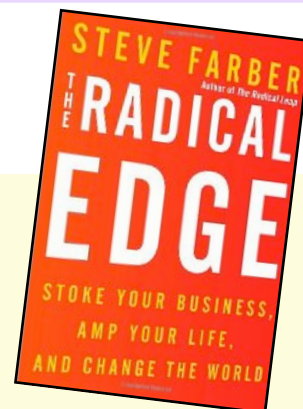
Dr. Barbara Seifert has extensive experience in implementing formal mentor programs. She believes in the importance of professionals giving back to others in their professions, so she kicked off her program with an inspiring video filled with quotes and thoughts on mentoring. She explained the difference between counselors, consultants, and coaches. This led into the discussion of a mentor, who is similar to a coach. Seifert then defined the role of the mentor and protege in the mentoring relationship. The mentor is a coach who will help the protege to set goals and develop a strategy for reaching those goals. The mentor will also provide resources and networking connections in addition to sharing wisdom, providing ideas, and being a sounding board. The protege drives the system by sharing information, setting goals, and making a commitment. The protege must be open and think big. The mentor-protege relationship can have a finite end or can be infinite; many relationships long outlast the formal programs in which they begin. Seifert shared many benefits of mentoring programs - benefits for not only the protege, but the mentor and the organization. In fact, mentor programs can be an excellent marketing tool to attract and retain employees or members. Seifert shared the phases of a mentoring relationship starting with the early stage which includes getting acquainted and building rapport. She explained these relationships must be built around five core principles: respect, trust, partnership building, time, and being realistic. Seifert is clearly passionate about mentoring; in sharing her contagious enthusiasm, she encouraged everyone to become a mentor.

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# Book Club Preview for August 9

preview by Linda Strobel



## The Radical Edge: Stoke Your Business, Amp Your Life, and Change the World

(book by Steve Farber)

At last book club meeting, we selected the book for the next quarter's meeting. We agreed on *The Radical Edge* by Steve Farber. Below is a brief preview.

In his bestselling book *The Radical Leap*, Steve Farber introduced readers to Extreme Leadership, showing them how to renew their passion and excitement and become committed to changing the world for the better by disregarding normal constraints. Now, Farber takes readers to an even higher level of self-discovery in *The Radical Edge*. Management guru Steve is back, working with young Senior VP Cameron Summerfield, who has superstar sales skills but a severe and demoralizing leadership style. Along the way, both Steve and Cameron learn how taking responsibility for making the future markedly better than the present can improve the world.

Readers will learn answers to these questions:

- How can people amp up their lives to amazing levels of achievement?
- If individuals assume personal responsibility, can customers, companies, and employees change for the better?
- Is it really possible to shake off inertia and transform your work—and your life?

Farber's style is disarmingly honest as he gives us a playbook for harnessing the power of the human spirit. Invite your team to read *The Radical Edge* and join us at the book club for a discussion about how to apply Farber's concepts in business and in life.

*"The best book you'll read this year. Captivating from the first page and jam packed with invaluable lessons. This is a must read. The Radical Edge is terrific!"*

-Jason Jennings

New York Times bestselling author *It's Not The Big That Eat The Small – It's The Fast That Eat The Slow*, *Less is More*, and *Think BIG Act Small*

Next Quarterly Book Club Meeting:

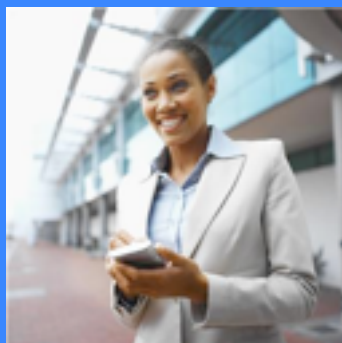
Thursday, August 9 6:00 PM

Mimi's Cafe

4175 Millenia Blvd., Orlando  
(near Mall at Millenia)



## Mark your calendar for GOOD Network events and deadlines



<b>August 9</b>	Book Club quarterly meeting at Mimi's Cafe
<b>September 13</b>	Coaches Interest Group bimonthly meeting
<b>September 17</b>	Newsletter article deadline
<b>October 12</b>	Bimonthly Meeting at Goodwill Industries
<b>November 8</b>	Book Club quarterly meeting at Mimi's Cafe
<b>November</b>	Coaches Interest Group bimonthly meeting
<b>November 12</b>	Newsletter article deadline

## Workshops and Conferences

### Orlando area:

August 16, 2012. **5 Choices Essentials by Franklin Covey**; Register through [FranklinCovey.com](http://FranklinCovey.com). 888-576-1776

August 28-29. **Crucial Conversations**. Contact [Simon Lia](#) .407-397-4357.

August 30 - 31. **Crucial Conversations train-the-trainer certification**. Contact [Simon Lia](#) . 407-397-4357.

September 18-20. **Web-based Training**. Register through [Langevin](#).

September 25-27. **Advanced Instructional Design**. Register through [Langevin](#).

December 17-21. **Certified Instructional Designer/Developer**. Register through [Langevin](#).

### Outside of central Florida:

August 27-30, 2012. **MBTI Certification. Gainesville, FL**. Register through [capt.org](http://capt.org).

September 18-21, 2012. **MBTI Certification. Gainesville, FL**. Register through [capt.org](http://capt.org).

October 21-23, 2012. **ODNetwork Conference in Phoenix, AZ** ; <http://www.odnetwork.org/?page=2012AnnualConference>



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](mailto:newsletter@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  
E-mail: [info@goodnetwork.us](mailto:info@goodnetwork.us)  
[WWW.GOODNETWORK.US](http://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: Janina Abiles