

The GOOD News

Greater Orlando Organization Development Network



Friday, December 7, 2012: Bimonthly Meeting

Improving Intergenerational Interaction in the Workplace

Values can collide when members of different generations work and learn together. Having a better understanding of your co-workers can make the working environment more productive. This workshop will give an overview of the four generations represented in today's business world: Traditionalist, Baby Boomers, Generation X and Generation Y.



We will learn how to build effective and productive intergenerational teams and put our knowledge of different generations to the test while playing the Intergeneration board game. Join us for a highly interactive meeting!

**Members and guests MUST pre-register for this event.
Registration closes on December 4, 2012.**

Speaker Profile: Craig Lee

Senior Advisor, HR Division, Orange County Government

As head of OD and Training for Orange County Government, Craig Lee oversees training and development initiatives servicing more than 7000 employees. Beginning next year, his team will initiate a large *Culture by Design* initiative across the organization. Prior to working with the county, he was co-owner and vice president of Triple Eagle Experiences, Inc. which specialized in building high rope course facilities and zip lines for schools, retreat centers, and camps. Craig has earned a B.A. in Behavior Science from the University of Louisiana and a Masters in Education and Theological Studies from the Southwestern Baptist Theological Seminary. He resides in Deland and is married with two sons. Craig's claim to fame is that he rescued the football great Terry Bradshaw on a golf course twice in 1987.

But that's another story.

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REGISTRATION FOR THE BI-MONTHLY MEETING

Location: Goodwill Industries of Central Florida
7531 S. Orange Blossom Trail, Orlando, FL 32809.

Reminder: Bring your gently used items to donate! (for more info, see page 12.)

RSVP: [Click here to register.](#) 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.

Agenda

8:30 - 9:00
Continental
Breakfast

9:00 - 12:30
Speaker
Program

Presidents' Messages

Erica Sorrell 2012 President

We are coming to the end of another great year for the GOOD Network. We have enjoyed some informational speakers on topics such as assessments and technology. We heard from our members at the successful *Best Practices* session and we hosted our first ever panel discussion. Behind the scenes, our leadership team worked to reenergize our mentoring program and migrate to a new website. All in all, it has been a busy and productive year. I want to thank the current leadership team for all their hard work to make all these things a reality. I also want to thank you, our members, for your continued engagement in our organization. It has been a pleasure to serve as the 2012 President and I look forward to 2013.



Pat Brown 2013 President

It's hard to believe that we are almost through another year. We have one more meeting in 2012, and plans are already being laid for 2013. We have had a successful year under Erica's leadership. Based on the results of the member survey, the GOOD network is meeting many of the your needs as members. We know there is still room for improvement, however. We have a dedicated, effective leadership team, but we're still looking for more help there. I am personally excited about 2013 as a year in which we can deliver as good or better quality speakers and topics in our bimonthly meetings. I already know most of you, and look forward to meeting the rest of you as we go forward together. See you on December 7.



Thanks to Goodwill Industries for hosting our bimonthly meetings in 2012 and 2013!

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 register.](#)

**Clean your closets
before the holiday!**



**Bring your gently used items
to the next GOOD meeting.**



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

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.

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.

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

and online shopping.
Our mission has remained

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.

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 www.goodwillcfl.org.

According to the AARP, nearly 70% of Baby Boomers--those folks born between 1946 and 1964--expect to continue working in their "retirement" years either for personal or financial reasons.



Just over one-quarter of all Millennials (26%, age 31 and younger) reported that they plan to leave their employers at some time in the next year—the highest of any generational group.

Deloitte, 2012: Talent 2020

For more information see www.Deloitte.com/us/talent.

Chiseling of a Leader *by Russ Bredholt*

[Mount Rushmore National Memorial](#), in the Black Hills of South Dakota, celebrated its 70th anniversary on October 31, 2011. It took the American-born sculptor, [Gutzon Borglum](#), son of Danish immigrants, fourteen years to complete this monumental task.

While he is also responsible for the carving on the side of Stone Mountain, near Atlanta, Georgia, the head of Abraham Lincoln, which sits in the Capitol Rotunda in Washington, D.C., and the North Carolina monument at the Gettysburg battlefield, Borglum's most notable work is Mount Rushmore.

George Washington, Thomas Jefferson, Teddy Roosevelt, and Abraham Lincoln are displayed in 60-foot granite heads carved mostly by dynamite.

When viewing this edifice, I wonder if these leaders were born or made? Or, was this select group of Americans chiseled over a lifetime?

On the way through life, have you ever stopped to think about the importance of strong character and how it develops? Does it happen by being battle-tested in various assignments? From life's experiences? Is a crisis the way in which true character forms? Or is it from a combination of success and failure? What is the role of disappointment or rejection?

And how do you know who anyone is in an age of self-constructed digital images?

Lincoln once observed that giving someone power was the best way to find out who they really are.

How long did it take Washington, Jefferson, Roosevelt, and Lincoln to develop as leaders? Longer than the decade and-a-half it took Gutzon Borglum to finish sculpting their faces on the side of a mountain.

The oversized display of four great men begs another question: why is so much attention given to formal leadership programs and so little to the non-formal, character-building experiences where people spend the vast majority of their time?

What are the experiences that contribute to shaping and influencing leaders?

The [Center for Creative Leadership](#) suggests that inside organizational life, five are worth noting:

- Starting something from scratch
- Fixing or turning around something
- Enlarging your responsibility
- Taking on special projects
- Enduring hardships



It's not enough to have these experiences. It's what you take away from them that make this kind of chiseling worthwhile.

If you are persevering through the economic crisis, what, if anything, will your management team take away from a time of testing and hardship?

We tend to lose our memory as things improve, which explains why the mistakes of the past will likely be repeated in the future.

All four presidents on Mount Rushmore probably engaged at some point with the experiences on the aforementioned list. It wasn't that they went through difficult times. Many do. It was *how* they did so that made a difference in the outcomes.

Something to be mindful of throughout your career is the value of conversations. Some will be long, more will be brief. Under the right circumstances these exchanges can be a source of insights which are essential to learning, growing and changing.

Our perspective can be limited. Listening to others, and viewing things through a different lens, has the potential to clarify vision and improve our options for taking the next steps.

Coaching is quite popular with many--and it has its place. However, the right mentors coming in and out of your life, along with trusted friendships, may be more important in the longer term.

Does it feel as though you are currently being chiseled, even with what seems like dynamite?

If so, then you are likely enrolled in the same leadership development program as the four who grace Mount Rushmore.

www.strategist.com

© Bredholt & Co.

Discussion Forum Launched on new GOOD website

The GOOD Network has launched its Discussion Forum on our website. Members will find the Forum under the Members Only section of the website. To reach that section, members will need to login first to gain access the restricted area.

The Discussion Forum is very simple to use. If you want to read active discussions, simply scroll down the TOPIC list and click on the discussion you want to view. Another screen will open with the posts and replies for that discussion thread. If you want to start a new topic for discussion, click on the **Create Topic** button and type in your subject and your comments. If you want to see when others reply to your topic or any other topic that interests you, use the **Subscribe to forum** link and choose how often you want updates. These updates will come to you via email.



The screenshot displays the GOOD Network website interface. At the top left is the logo for GOODNetwork with the tagline "people:strategy:alignment" and the text "Greater Orlando Organization Development Network". To the right is a cityscape image. The main content area is titled "Forum 1" and includes a description: "This forum is a discussion space for GOOD Network members to ask questions, discuss topics, exchange information, and share best practices in OD. It is not open to the public." A reminder states: "Reminder: Our communication policy does not allow selling, marketing or advertising of services. Please abide by this policy in your posts in order to maintain the collegial nature of the GOOD Network." There are buttons for "Create topic" and "Subscribe to forum". Below this is a table of topics:

Topic	Last message	Replies
 Discussion Forum is launching today!	06 Nov 2012 12:06 PM Carol Emmett	—
 Favorite Assessment Tools	07 Nov 2012 8:21 AM Carol Emmett	—

At the bottom of the forum section is another "Create topic" button. On the left side of the page is a navigation menu with links: Home, Members Only, Member Directory, Discussion Forum, Forum 1 (selected), Jobs, Materials Downloads, About Us, Membership, Programs, Events, Current Newsletter, Announcements, and Contact.

We are hoping the Discussion Forum will become an active space where GOOD Members can share information, best practices, and continue to learn from one another. All members are invited to participate and post topics and replies. Please remember the Network's [Communication policy](#) and treat this as a great resource and not a marketing or selling space.

Mentoring Update

by Pat Brown

As the GOOD Network Mentoring program moves forward, it's appropriate to update the Network members on progress that has been made. First, we have six sets of mentor-protégé relationships that are "off and running." Several meetings have taken place, and the foundation has been built in each case for a solid mentoring relationship. One other pairing has gotten a slow start, but the promise is there for increased momentum as time is set aside to pursue the relationship. Two additional people have indicated interest in being protégés; Matt and I hope to integrate them formally into the Program soon. We continue to have quality potential Mentors "on the bench," willing to help as potential Proteges become available.

In early 2013, Matt and I intend to hold *Best Practices* meetings, for both the mentors and the protégés, in which things that have worked and not worked can be shared. Additionally, participants will have the opportunity to get advice on how to overcome hurdles and further optimize their respective relationships. We will talk in general terms - confidentiality will be protected on all specifics.

Critical Success Factors

Usually, when discussing Critical Success Factors (CSFs), those few things that have to go right in order for a favorable result to occur, there are anywhere from two to five things on one's list. I suggest that there is only one CSF for a protégé and one for a mentor. The protégé needs to **drive the process**. Mentors can certainly learn from protégés and enlist their help from time to time; but, it is primarily the protégé that needs advice, perspective, direction, or ideas on how to move forward in anything from a specific job situation to an overall career choice or milestone. So, most of the discussion and interaction that takes place



is typically linked to the protégé's situation and environment. This is not to say that mentors cannot keep a protégé on point and on schedule with what that protégé needs to do. However, the relationship will ultimately wither away if the protégé lets too much slip. And it is the protégé who sets the pace of what occurs in the relationship. If he or she needs a lot of advice in a short period of time, more is required from the relationship than if he or she needs merely a periodic check-in with the mentor in order to ensure that things are going the way they should be.

What does the mentor need to do? He or she needs to **care**. Care about what? The mentor needs to care about the development, success, growth, and maturity of the protégé. This is not **acting** like one cares. It is truly internally, viscerally becoming invested in the protégé's success. This liberates the mentor to not follow any book or set of rules, but rather follow instincts about how best to help the protégé through specific situations. Each need may be different; therefore each response from the mentor may be different in terms of approach. This does not suggest inconsistency. Rather, it suggests that creativity, experience, skill, and other factors are brought to bear optimally in different ways to address different challenges and situations. If the mentor truly cares about the protégé, it will show. And the protégé will continue to tap the mentor for perspective and advice.

Coaching Corner: Coaches Interest Group

Bimonthly meeting

Join us for the Coaching Interest Group meeting on Thursday, January 10, 2013. This special interest group is for everyone with an interest in coaching. Members of the Network are always welcome to attend the Coaching Group!

The theme of this meeting will be how to use the Six Sources of Influence that affect a person's daily decisions. We will discuss what these six are and how a coach can use them to help clients achieve their goals. By learning these Six Sources

of Influence coaches will be able to apply them to making significant changes in client's lives. The book we will use a discussion focal point will be:

Change Anything: The New Science of Personal Success

by [Kerry Patterson](#), [Joseph Grenny](#), [David Maxfield](#), [Ron McMillan](#), [Al Switzler](#)



Join us at:

Coaches Interest Group - next bimonthly meeting

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

Date/Time: January 10, 2013 @ 6:00 PM

Reservations are required. Click here [CLICK HERE TO REGISTER.](#)

Recap of the November 2012 Meeting

The November meeting of the Coach's Interest Group met on November 15th to discuss the book *Crucial Conversations: Tools for talking when the stakes are high*. Specifically, the group discussed how, as coaches, we could use the materials presented in the book to assist our clients in dealing with high tension situations in their personal and professional lives. The meeting was well attended with eight members present, including three new GOOD Network members. Not everyone had read the book, but everyone was prepared for a robust discussion. All the members present felt that the book would make a valuable contribution to their coaching practice.

The discussion centered on ways that we can coach our clients to deal with these difficult situations. The best way that we can help our clients is to teach them to first identify when a conversation

turns crucial, then to understand how to control their reactions and achieve the proper dialogue techniques with confidence.

Here are a few key take-aways from the book that we thought we would be able to apply to our coaching practices:

- Four reasons crucial conversations are handled poorly:

1. The physical reaction to perceived confrontation produces a fight or flight reflex, making reasonable thinking difficult.

2. They arise without warning and catch people by surprise.

They require a person to improvise, often without rehearsal time, causing confusion.

4. Often people do or say the wrong thing, sometimes making things worse.

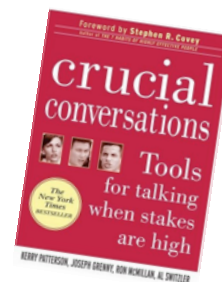
- At the core of every successful conversation lies the free

flow of relevant information, allowing everyone to contribute to the "pool of shared meaning".

- When engaged in a crucial conversation, "start with heart": If a client can't get themselves right, they'll have a hard time getting the dialogue right.

- Teach the client to notice the moment a conversation turns crucial, signs that people don't feel safe in dialogue, and discover their own style under stress.

- When clients are aware of triggers and take conscious control of your part in a discussion, crucial conversations will become easier to navigate and the odds of a positive outcome increase.



Bimonthly Meeting Recap: October 2012

Leadership Development Study and Panel Discussion moderated by Russ Bredholt

Article by Pat Brown and Carol Emmett

The meeting began with an overview of a multi-client study conducted by GOOD Network member and consultant Russ Bredholt. The organizations in the study were examining their leadership development programs and practices with the idea of redesigning them.

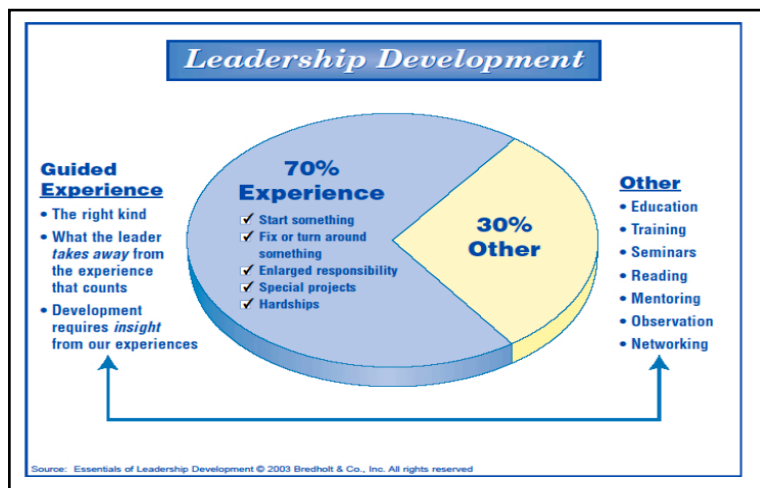


Russ shared the key findings of the study which were:

1. Development is a subtopic of group purpose. Development needs to be lifelong, and should be aligned with business strategy. (The catch is that business strategy is too often not well-defined.)
2. You have to provide the right kind of experiences and learnings. Experiences are good, but they are not enough. Applying them in context goes beyond the experiences themselves.
3. Talent and performance are not the same thing.
4. You are responsible for your own development.
5. Development happens whether planned or not.

Russ suggested that leadership development is 70% “guided” experience and 30% “other.” The employee is responsible for much of the “other” category, which includes seminars, reading, mentoring, and networking, among other things. The 30% in other also involves having timely conversations with employees, the most overlooked management tool.

Russ then moderated a panel discussion featuring members who are charged with leadership development (LD) in their organizations:



Jerry Salsburg: head of leadership development for a 10,000-person division at Lockheed Martin
Laura Newcomer: Senior OD and LD Consultant for Express Scripts and Medco (recently acquired by Express Scripts)

Terry Wood: consultant with Right Management, focuses on talent and leadership development across many Right Management clients

Dave Forman: manager of leadership development for Universal Orlando

Continued on next page

The panel discussed the Life-Cycle of Development from the perspective of their own organizations. Here are some of the highlights:

Methods and Approaches

- Universal Orlando has their best successes when presented with operational challenges where they can support the business. In responding to a business problem, the challenge is typically how to get them from “good to great.” Universal looks at the grow/flow perspective from onboarding, growing to high performance in role and “what's next.” Job shadowing and executive coaching are used. Most education is instructor-led, with very little online.
- Right Management sees all kinds of approaches to LD. Some is “come and fix.” Some is “work with our high performers.” Right Management typically asks clients what their leadership competencies are. Programs incorporate the importance of social media and technology, with LD as a product. They battle the age-old problem of how to retain what is learned in workshops. The best way they have found for learning something is to practice it or teach it. A key is to have LD grounded in real work. This helps ROI.
- Express Scripts is constantly evolving and growing the organization through mergers and acquisitions. The challenge is to blend the cultures and their development efforts. They determined their mission: Keeping drugs affordable and safe. Their design is to have the mission lead to values, which lead to behavior, which leads to leadership competencies, which lead to training content. They use Stephen Covey's 7 Habits blended with their own approach. They partner with St. Louis University and Rollins, and use DDI and MBTI as vendors.
- Lockheed Martin focuses on LD in the immediate leader to create a “catalyst leader” who gets work done through others. Most leaders do individual contributor work in addition to leading others. Lockheed also ties development to their Full Spectrum Leadership model. It contains 5 imperatives and 17 associated competencies that are used consistently throughout the company. It was developed in 2006, is intuitive, and is aimed at leaders and aspiring leaders. There is lots of mentoring and coaching; and actual leaders are used wherever possible to deliver training to other leaders.
- All of the organizations seem to use a combination of vendor-developed training (DDI for example), virtual/on-line training, and will use leaders as trainers. Mentorship is also part of the process. Universal Orlando is a single site with the ability to use instructor-led classroom training for leaders. Right Management's clients try to develop leaders from any seat in the house and find with flat organizations, the challenge is defining advancement vs. enrichment.



Influence within the Organization

- Jerry Salsburg suggested that influence comes from connecting development to the business. Tying development to the annual strategic plan and showing how development can help accomplish business goals is key. That gets you to how much time and money to invest.
- Terry Wood emphasized not doing LD **to** your senior leadership, but rather doing it **with** them. Easier to get buy-in. Ask senior management what they need, why, and how it will help them achieve their goals. Don't *tell* them what they need.

Continued on next page

- Dave Forman described the Leadership Development Advisory Council which endorses the training and acts as a sounding board for needs and design. The council advises HR on the leadership development needs and partners with HR. He suggested that the LD team has a strong reputation with the business for being “operationally friendly” by catering to business needs (such as an 11:00 PM training class for night shifts). That track record helps “sell” more LD.

Identifying Skills Gaps

- Practices include: 360s, employee development plans, employee satisfaction surveys, gap and SWOT analysis, force-field analysis of drivers/restraints, needs assessments, hard and anecdotal data, and a macro view of strategic goals. Terry added striving to understand why we “hit” goals and replicating that is as important as focusing on why we “miss” them.

Implementation success

- All suggest a successful program launch is key. Buy-in from key stakeholders is a must. Involving leaders as consultants during the development of the program is important as well as aligning development with the culture and talking about application. Using tried-and-true change management fundamentals to roll out programs was a practice that all agreed was effective. Laura emphasized knowing who your stakeholders are. Success in their eyes is key. Jerry stressed involving actual leaders in the training activity. It helps get more buy-in from the learners.

ROI: How do you evaluate initiatives?

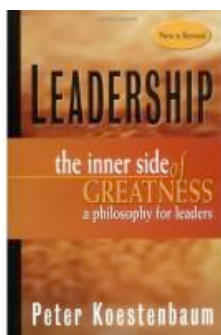
- Performance data
- Return on expectations (what do you expect the training to bring to the organization, what behaviors do you expect to see)
- Cost savings and cost avoidance
- Presenting a problem/solution to the C-suite can also be a measure of ROI
- Some never get to actual ROI - difficult to tie benefits that are inherently non-quantifiable and intangible to actual dollar benefit
- Targets ahead of time help; then you can measure if you met them

Thoughts on how to create an environment so that the employee wants to learn

The leader sets the tone, and should ask or answer how any learning would be applied. Tie insights to outcomes. Leaders can help employees in development plan discussions.

Thoughts on how to get leaders to solicit feedback

They should ask how they could do better, how they can be more effective communicators, and later, how they are doing. (Some, of course, don't want to know.) Mentoring can help here.



Russ closed with four statements from The Inner Side of Greatness by Peter Koestenbaum.

1. A great leader is first a leader in his/her own life.
2. LD is interwoven with the ability to manage oneself.
3. Development necessitates being in touch with yourself.
4. The ultimate in leading is to be an effective leader, but also a very good manager.

Bimonthly meeting - June 2012 meeting - member perspective

Following the last meeting, we asked a member to share his thoughts on the session.



Paul DePalma

Managerial Consultant

The panel and speaker provided a great source of experiences, insights and valuable perspectives for both inside and outside consultants. I've been in Leadership Development for more than 20 years; the presentation, panel discussion, and audience questions provoked new ideas and concepts in addition to validating existing thoughts for me. Before I think of attending a GOOD meeting, I often wonder if I can afford the time to do so; but when I attend, I never regret the time invested to learn, grow, and reconnect with so many like-minded and outstanding professionals.

Special Interest Group: External Consulting

Our newest special interest group for External Consulting held its inaugural meeting November 9th. 17 members have expressed interest in participating; 11 were able to attend. Individual introductions of each of the members included an impressive, extensive outline of credentials and resources. Current professional backgrounds range from decades of extensive external consulting for large organizations, to initial pursuit of this endeavor following 25+ years of HR management expertise, to current full-time employment focused within HR and possible future interest in consulting.



Subsequent discussion focused on our options for the best use of this information and prioritizing organizational issues for the upcoming agendas. Several examples of personal experience in similar groups elsewhere revealed the importance of careful planning for our purpose and governing principles, so those issues comprise the next agenda. Subsequently, we will then be able to plan specific programs of interest to the group. We hope to provide opportunities to network, share best practices, and learn about the business and marketing aspects of consulting. Join us early and you can help define our mission and direction.

All GOOD Network members with any interest in this subject are sincerely welcome and encouraged to attend. The next meeting is scheduled for Friday, November 30, 2012 at 11:30am. Please bring your lunch.

[Click here to register for this meeting.](#)

We always welcome articles from our members.
Send your article to: NEWSLETTER@goodnetwork.us

Workshops and Conferences

Orlando area:

December 16-20, 2012. **Certified Instructional Designer/Developer**. Register through [Langevin](#).

Crucial Conversations; Crucial Confrontations; INFLUENCER & Change Anything available in Central Florida Q1 2013. **Contact Simon Lia at slia@gemsconsultinginc.com or 407-397-4357**

Online or Outside of central Florida:

January 22 - August 11, 2012. **Executive Coaching Certificate Program**. OD Institute. [OD Institute](#).

January 29-February 1, 2013. **MBTI Certification**. Gainesville, FL. www.capt.org

February 21-25, 2013. **Creative Trainer's Bootcamp; Aboard Royal Caribbean's Liberty of the Seas**; 407-320-0700; steve@OurCruiseAgent.com

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



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
WWW.GOODNETWORK.US

GOOD Network is looking for a volunteer to help with our newsletter. This individual will be primarily responsible for the newsletter layout using Publisher or Pages. Contact [Janina Abiles](#) if you are interested.



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



Breaking News! Hold the Date!

Friday, February 8, 2013 -- A Special Event

We have just confirmed our program presenter, Rick Maurer, for a dynamic kick-off to the GOOD Network's 2013 line-up of bi-monthly programs. Rick Maurer, a renowned *change management* consultant, expert, speaker and bestselling author, focuses on how to get results from major change without headaches, cost overruns, and hidden problems...or *Change Without Migraines™*. Rick is a premier change management consultant, author, and faculty member at Gestalt Institute. He will fly down from Washington DC to deliver a very interactive half-day workshop focused on Change Management -- our most requested topic from this year's survey.

Rick has written several books including: *Beyond the Wall of Resistance*, *Leading from the Middle*, *Change with Migraines Formula*, and *Why Don't You Want What I Want?*

Program details and advanced registration will soon be available on our website. 2013 GOOD Network Members will have the opportunity to reserve their seat before we invite our Central Florida colleagues at ASTD, SHRM, and NSPI to join us for this special event.

This will be the best incentive ever to rejoin GOOD Network for 2013. Membership

**Mark your calendar!
2013 GOOD Network
bimonthly meetings:**



**February 8
April 12
June 14
August 9
October 11
December 13**



**External Consultant
Interest Group
Meeting November
30 11:30am**

[Click here to register for this meeting.](#)