The GOOD News

Inside this issue:

Our First GOOD News Issue

This is our first GOOD Network member newsletter! We plan to publish newsletters in the months when we do not have a bi-monthly meeting in an effort to keep members connected with one another. Please tell us what you think or if you have suggestions regarding content for future issues. Email your comments or submissions for content to Pete Westlake, Chair-Elect Communication, at pwestlake@northhighland.com.

GOOD Survey Results Are In!

The GOOD Network Leadership Team has compiled the results of the recent membership survey. Thank you to those members who took time to provide us with feedback. Your feedback has provided our team with guidance and direction to shape the development of the GOOD Network. We would like to share an overview of the key findings with you.

Overall Themes

- 32 members responded
- 97% are satisfied overall with the GOOD Network
- Of greatest value are our bi-monthly meetings, followed by our mentoring roundtables, and then our website (www.goodnetwork.us)
- The majority of members have not yet utilized our book club, lending library, or mentoring program 83% of members who have participated in other local HR/OD/Training professional organizations feel that the GOOD Network offers MORE value (the rest feel we offer about the same value)

Bi-Monthly Meetings

- 90% of members take away "a great deal" or "quite a bit" from our meetings
- 100% feel the presenter's presentation/facilitation skill is "excellent" or "good"
- Topics of greatest interest include (in order of interest): Leadership Development, Consulting Challenges, Employee/Organizational Surveys, Organization Design, Classic/Traditional OD Tools, and Team-building
- Highly interactive, hands-on, practical sessions based on relevant topics continue to be a "must"
- Approximately 90% agree that the format, date, length, and frequency of our meetings is "just right". Specifically, the daytime format (vs. evening) was said to encourage "serious" practitioners.
- 40% are "very satisfied" and 40% are "somewhat satisfied" with rotating meeting locations. The Leadership Team plans to continue our current strategy of maintaining 7-8 "host" or "partner" organizations that we rotate between for our meetings. We aim to select a wide variety of locations across the Greater Orlando area so the majority of members have an opportunity to have a meeting close to them at some point throughout the year.

OD Hot Tips

Want to learn more about AI, Positive Psychology, and the "Strengths" movement – and do it close to home? Attend the 2007 AI Conference Sept 16-19 at Disney! http://www.2007aiconference.com

Meet Your Leadership Team

Our leadership team would like to share a little known fact and a tip with all of you.

Cathi Balboa - President

Fact: I have hiked the Franz Josef Glacier in New Zealand.
Tip: Often when there is conflict or breakdowns between departments, there is a lack of clarity about roles and responsibilities.

Luis Marrero - President-Elect
Fact: I play electric bass and guitar.
Tip: People will try to get there without the experience. Pay close attention to what process steps the client wants to avoid. It is usually a sign of why things broke down.

Kristin Chase - VP Communication
Fact: I play the drums and percussion and met my husband (who is also a drummer) in the Stetson University Symphonic Wind Ensemble!
Tip   Need to do a quick survey? www.surveymonkey.com is my favorite online survey tool that is very user-friendly and even offers free subscriptions if you keep your surveys limited to 10 questions and 100 responses.

Pete Westlake - Chair-Elect Communication
Fact: I have willingly tented in −25 deg C.
Tip: "Form follows function", always understand what functions you need to cover before you start an organizational design.

Paul DePalma - V.P. Marketing & Membership
Fact: First official paid job, paper boy delivering a weekly paper when I was 11. First job after college graduation: Management trainee for Lord and Taylor in Manhattan.
Tip: Use your ears and mouth in the proportion that they were given to you.

Karen Russell - Chair-elect Marketing & Membership (Photo not available)
Fact: My favorite place to vacation is Anchorage, Alaska where I enjoy hiking, camping & picking wild blueberries.
Tip: Our team loves to pull ideas from the book, "Retreats That Work."

**Sandra Chadwick-Blossey - V.P. Development**
Fact: Sandra has lived in Istanbul, Turkey; Oslo, Norway; and Mexico City, D.F; as well as Houston, TX; Austin, TX; Palo Alto, CA; New York, NY; Cambridge, MA; and Winston-Salem, NC.
Tip: Disclosing information about yourself, including your goals and intentions, fosters trust between you and your co-workers.

Edythe McNickle - Chair-Elect Development
Fact: I interviewed Joseph Juran about the role labor unions could play during implementation of quality initiatives in non-manufacturing environments. Our 10 minute discussion addressed issues related to employee involvement, union culture and the union's role in innovation.
Tip: You are never too old to seek another academic degree, nor too educated to be amazed by the wonder of learning.
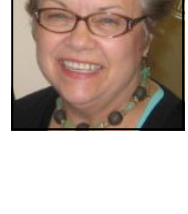
Meet Your Leadership Team

Nina Alexa - V.P. Finance
Fact:	I love to bake; Cakes, cookies, what fun!
Tip:	"Remark Office OMR" software is a great alternative to buying expensive pre-made survey/test forms. "Remark" is a software package designed to collect data from bubbles, checkboxes, and barcodes on plain paper forms (You can make the form in any format you like: Word, Access, Excel, etc. using special fonts). You simply scan in completed forms and the data is compiled by the software. Then, you can export the data to Excel or have the software run reports for you.

Aurora Realin - Chair-elect Finance
Fact:	I won the Orange County Spelling bee contest when I was in 8th grade at Howard Middle School.
Tip:	I love to mind map! According to wikipedia.com a mind map is a used to represent words, ideas, tasks or other items linked to and arranged radially around a central key word or idea. It is used to generate, visualize, structure and classify ideas, and as an aid in study, organization, problem solving, and decision making.

Barbara Yoli - V.P. Mentorship
Fact:	I fish therefore I am – Both fresh and saltwater fishing
Tip:	For managing difficult conversations: don't argue with a fool – Someone walking by won't be able to tell the difference between you.

Debbie Blacher- Chair-elect Mentorship (Photo not available)
Fact:	I spent one summer backpacking across 11 countries in Europe.
Tip:	When the student is ready, the teacher will appear. (Buddhist Proverb)

Wendy Grauer - Advisory Board Member
Fact:	Wendy Y. Grauer, SPHR, is a Senior Research Analyst with the Walt Disney World Resort specializing in cast research, cast satisfaction and 360º feedback systems.

Larry Birkes - Advisory Board Member
Fact:	I am a spelunker and have mapped over 25 miles of underground passages, exploring where no human has ever gone before
Tip:	Apply "Brand Basics" to your career. What is your brand and why would someone want, what you bring? How are you Distinctive, Relevant, and Consistent?

Jerry Salsburg - Advisory Board Member
Fact:	My wife and I have two Chinese daughters, adopted in 2000 and 2003.
Tip:	When implementing large-scale change, it's not enough to have the Senior Leadership endorsement. While backing from the top is a necessity, your most influential group - those who will either make or break the program - is the middle and front-line leadership team. Find a way to win them over and you're on your way to success!

Dear OD

Dear OD,

I'm in the process of rolling out a 360º Feedback Survey process for our whole company and want to anticipate some of the questions that I might get from our employees. Based on your experience, what are some "FAQ's" associated with this type of process?

Sincerely, Stumped Sally

Dear Stumped Sally,

Here are some FAQ's and typical concerns based on my experiences project managing our 360 Feedback Survey process at Universal Orlando since 2004.

Sincerely, Kristin Chase (Kristin.chase@universalorlando.com)

What type of questions can you expect?
- How does the 360° process differ from a performance evaluation?
- I feel like I am "surveyed" to death. How does 360° differ from our annual employee survey? Why should I bother providing my feedback?
- Is this process anonymous?
- Is this mandatory?
- Who will see my results?
- How are respondents chosen?
- What is the difference between a "participant" and a "respondent"?
- What's the difference between a "peer" and a "working colleague" or "client"?
- Do my peers have to be at the same level in the organization as me?
- Can people outside of the company give me feedback?
- What happens if I have more than one manager?
- Why are participants asked to fill out surveys on themselves?
- How are comments shown on the reports?
- What should I do once I get my results?
- What if I don't agree with the feedback?
- How valid is this feedback, really?
- What if one person consistently gives me low ratings (or high ratings)? Won't that impact the outcome?
- How do I know if my ratings are within an acceptable range?
- Are my supervisor's scores weighted more than the scores provided by others?

Typical Comments from 360 Participants about the process or after they receive their results:
- I'm happy I've been asked to give this person feedback. I like them!
- I think I can guess who wrote this written comment. I wonder why they said that?
- I never realized that about myself.
- I already knew/didn't know the results would come out this way.
- I want to learn more about why my feedback came out the way it did.
- This sounds/doesn't sound like me.
- I'm not sure/I am sure that I can change that about myself.
- What can I actually do about my results? This is who I am.
- I can do something to improve myself in that area.
- Wow, I'm doing pretty well/not so well in this area.
- The fact that I'm strong/not strong in this area might affect my job performance.

Beyond GOOD!

Job Postings

		Topics	Replies	Views	Author	Last Post	
New		Learning & Dev Consultant - AVIS Budget Rent-a-car	0	3	chasek	2007/05/12 18:06 by chasek	➡️
New		Dir of Training & Dev - FL Blood Centers	0	3	chasek	2007/05/12 18:03 by chasek	➡️
New		Training & Dev Manager - Central FL	0	4	chasek	2007/05/11 01:40 by chasek	➡️
New		Learning Manager - HD Supply	0	7	chasek	2007/04/21 00:07 by chasek	➡️
New		AD HR Technology - MVCI	0	10	chasek	2007/04/08 22:04 by chasek	➡️
New		Leadership Dev Facilitator - Wyndham VO	0	13	chasek	2007/04/08 22:02 by chasek	➡️
New		OD Specialist - Siemens Westinghouse	0	18	chasek	2007/04/03 03:11 by chasek	➡️
New		Manager - Workforce Diversity - Darden	0	6	chasek	2007/03/31 18:34 by chasek	➡️
New		Sr Instructional Designer/Project Mgr - Publix	0	8	chasek	2007/03/31 18:31 by chasek	➡️

This information is accessible in the members only section of the web-site. For more instructions on how to sign-on email info@goodnetwork.us

This is an extract only of the most recent postings for more details please see our website www.goodnetwork.us.

Personal Development Opportunities

2007 International Appreciative Inquiry Conference @ Walt Disney World!
September 16-19, 2007 Disney's Yacht and Beach Club Resorts

SHRM Strategic HR Conference in Tampa!
Oct 10-12, 2007 Tampa, FL

Annual Conference of the American Society for Training and Development
June 3-6, 2007 Atlanta, GA

Annual Conference of the Society for Human Resource Management (SHRM)
June 24-27, 2007 Las Vegas, NV

International Coach Federation (ICF) Annual Conference
Oct 31 - Nov 3, 2007 Los Angeles, CA

OD Network Annual Conference
Oct 21-24, 2007 Baltimore, Maryland

Annual Conference of the International Personnel Management Association Assessment Council
June 10-13, 2007 St. Louis, Missouri

Annual Convention of the American Psychological Association (APA)
Aug 17-20, 2007 San Francisco, CA

Annual Meeting of the Academy of Management
Aug 3-8 2007 Philadelphia, PA

HR Florida Conference & Expo
October 3 - 5, 2007 Rosen Shingle Creek, Orlando, FL

International Congress on Assessment Center Methods
Sept 26–28, 2007 London, England

SHRM Workplace Diversity Conference & Exposition
Oct 18-20, 2007 Philadelphia, PA.

Annual Conference of the Human Factors and Ergonomics Society
October 1-5, 2007 Baltimore, Maryland

This section will contain upcoming conference information. For more details and other future conferences please check out the website under Web Links of Interests, 2007 OD Conferences & Events

Did you miss our Feb 9th meeting?

Sharon Parker from Foresight International spoke with us about how to make employee engagement real, tangible, and actionable. For a copy of the slides, visit the "Meeting Materials" section of www.goodnetwork.us.

**Founded in 2003, the
Greater Orlando Organiza-
tion Development (GOOD)
Network is an organization
for Organization Develop-
ment (OD) professionals who
are dedicated to continuous
learning and sharing of best
practices, tools, and tech-
niques.**

Vision
Our vision is to be an informal network of OD practitioners dedicated to sharing ideas, promoting excellence, and increasing awareness of OD in the Greater Orlando area.

Mission
Our mission is to create an interactive and dynamic learning community that provides its members with a forum to exchange best practices and diverse resources; we enhance OD effectiveness and organizational success.

Values
- Open and comfortable networking
- Sharing "best practices"
- Skill building
- Learning
- Enabling growth & development
- Positive "re-shaping" of the OD face
- Creating OD awareness
- Transforming OD leadership
- Leading by example
- Building partnerships
- Mentoring

GOOD Events

Bi Monthly Meetings:
- Friday, June 8th, 2007 - Best Practice Sharing Session, Location: Gaylord Palms
- Friday, August 10th, 2007 - Breakthroughs in Leadership, Speaker: Bob Anderson, The Leadership Circle, Location: Starwood Vacation Ownership (John Young Pkwy)

Book Club: Thursday, July 12th at 6:30pm for an evening of good food, learning, and fun! We'll be meeting at the Millenia Mall Food Court so everyone can easily grab their favorite grub and pull up a chair. We will be discussing GO, Put Your Strengths to Work: 6 Powerful Steps to Achieve Outstanding Performance by Marcus Buckingham.

Mentoring Round Tables: Immediately following the June 8 meeting at Gaylord Palms: "So you want to be a consultant".

Survey Results continued

Other Suggestions

ο Ideas that you shared that the Leadership Team will take into further consideration include:
  ο More effective ways to communicate the expertise areas of members
  ο Compare/contrasting OD practices with two presenters from different organizations or by sharing case studies
  ο Informal interest groups
  ο Spotlighting members in communication
  ο Strengthening connections with the national OD Network

Watch future newsletters for more information on how your ideas are being incorporated to increase value for you as a member!