

# OD NETWORK CONFERENCE 2010

New Orleans



Recovery,  
Revitalization,  
Response:  
Exploring  
the Dynamics  
of Change

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2010 Conference Preview

Early Bird Discount Ends September 7th!

October 17 – 20, 2010

Pre-Conference Workshops October 15 – 16

Post-Conference Workshops October 20 – 21



New Orleans Marriott  
555 Canal Street  
New Orleans, Louisiana  
[www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010)

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# MESSAGE FROM THE EXECUTIVE DIRECTOR

## DEAR COLLEAGUES:

As we continue through yet another cycle of nature's seasons and economic uncertainties, I'm very pleased to invite you to join us at OD Network's Conference 2010, a predictably special place where we can gather as a community of colleagues, appreciate one another's good work, share lessons learned, and prepare ourselves to "kick it up a notch" professionally, as Emeril Legasse, one of NOLA's star chefs often says. And this year, we feel very fortunate to be gathering in New Orleans, since there are few folks who have as much to tell us about adaptive change and courageous leadership as do the citizens of the Big Easy.

The themes of Conference 2010—recovery, revitalization, and response—are especially resonant in Louisiana, and you'll see that we plan to honor the pain, frustration, courage, and optimism that surround NOLA's ongoing experience both by listening to local stories and also by highlighting these themes in our collective, global Conference conversations. When you look through this guide to Conference 2010, I hope you'll find much here to trigger your curiosity and your enthusiasm, and I hope you'll feel a magnetic pull to join us in Louisiana in October. We're looking forward to great food, great music, and great conversations with great colleagues—and that, we hope, includes you!

See you in NOLA!



Peter F. Norlin  
Executive Director



# SCHEDULE AT A GLANCE

## REASONS TO ATTEND

With expert-led education sessions and networking opportunities from morning to night, the OD Network Conference offers unsurpassed value to professionals in the field. Join us in the music-, food-, and fun-loving city of New Orleans and return to work with a fresh outlook and renewed enthusiasm. As they say in NOLA, "Laissez les bons temps rouler!"

### HERE'S WHAT YOU CAN EXPECT THIS YEAR:

**INSIGHT** and new ideas for successfully meeting the growing challenges of today's global marketplace.

**INSPIRATION** from legendary and emerging thought leaders.

**TOOLS** and strategies that expand your competencies and enhance your performance.

**TARGETED LEARNING** with more than 60 education sessions offering proven practices and case examples.

**CONNECTION** with old friends and new colleagues. Expand your network and immerse yourself in the global OD community.

**ENGAGEMENT** that leads to the advancement of your practice and the field of OD.

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## FRIDAY, OCTOBER 15, 2010

### Community Volunteer Project:

7:00 am – 4:00 pm Volunteer for Rebuilding Together New Orleans\* (*Fee covers donation, transportation, lunch, and supplies for the day*)

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## SATURDAY, OCTOBER 16, 2010

9:00 am – 4:00 pm One-day workshops\*

1:00 pm – 4:00 pm Half-day workshops\* (*Continental breakfast and lunch for workshop attendees*)

9:00 am – 4:00 pm Practitioners of Color Caucus\*\*

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## SUNDAY, OCTOBER 17, 2010

9:00 am – 10:00 am OD Network Business Meeting

9:00 am – 10:00 am First Time Attendees Orientation

10:15 am – 12:30 pm Mentoring Program\*\*

1:30 pm – 2:30 pm Keynote: Jean Houston

3:00 pm – 5:00 pm The Strategic Practitioner (*Choose from three sessions*)

5:00 pm – 7:00 pm Welcome to NOLA Reception; Exhibits open

7:30 pm – 9:00 pm NOLA in the Aftermath: Emerging Leadership, Resiliency, and Responsiveness

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\*Must sign up/additional fee

\*\*Must sign up/no additional fee

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Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for details on scheduling and registration.

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## MONDAY, OCTOBER 18, 2010

- 6:45 am – 7:45 am Early Morning Eye Opener
- 7:00 am – 8:15 am Continental Breakfast
- 8:30 am – 9:45 am Keynote: David Rock
- 10:15 am – 11:45 am Concurrent Sessions: Group 1
- 11:45 pm – 1:00 pm Box Lunch
- 12:00 pm – 1:00 pm Get Published Session with ODP Editor
- 12:15 pm – 1:15 pm Sponsor Spotlight Sessions
- 1:30 pm – 3:00 pm Windows on the World  
*(Choose from six sessions)*
- 3:30 pm – 5:00 pm Concurrent Sessions: Group 2
- 5:30 pm – 7:00 pm Affinity & Special Interest Group Meetings; Sponsor Receptions

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## TUESDAY, OCT. 19, 2010

- 6:45 am – 7:45 am Early Morning Eye Opener
- 7:30 am – 8:45 am The OD Network Awards Breakfast\*
- 7:45 am – 8:45 am Continental Breakfast
- 9:15 am – 10:30 am Master Class Series  
*(Choose from seven sessions)*
- 10:45 am – 12:15 pm Concurrent Sessions: Group 3
- 12:15 pm – 1:30 pm Box Lunch
- 1:00 pm – 2:00 pm Sponsor Spotlight Sessions
- 2:15 pm – 3:15 pm Keynote: Garth Fagan
- 3:30 pm – 5:00 pm Concurrent Sessions: Group 4
- 6:00 pm – 8:00 pm Magic in NOLA\*

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## WEDNESDAY, OCT. 20, 2010

- 7:30 am – 8:30 am Continental Breakfast
- 8:45 am – 10:15 am Concurrent Sessions: Group 5
- 10:45 am – 12:15 pm Conference Close with Face the Music; Keynote: Chris Rabb
- 1:00 pm – 4:00 pm Post-Conference Workshops\*  
*(Box lunch for workshop attendees)*

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## THURSDAY, OCT. 21, 2010

- 9:00 am – Noon Post-Conference One-Day Workshop Concludes\*  
*(Continental breakfast for workshop attendees)*

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\*Must sign up – additional fee required.

\*\*Must sign up – no additional fee required.

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Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for details on scheduling and registration.

*"As a new OD professional and first time attendee, this conference provided me outstanding knowledge, tools, resources, and networking opportunities with authentic change agents. I will be back next year."*

Diana Ramirez  
Attendee

# KEYNOTE SPEAKERS

## WE'RE BRINGING AN ESPECIALLY DIVERSE AND PROVOCATIVE GROUP OF VOICES TO THE PODIUM THIS YEAR.

These keynotes will infuse our views on OD, learning, and change with creative and practical insights:



### Jean Houston

One of the most well-known and respected pioneers of the human potential movement, she continues to push the boundaries of our thinking. Houston is a leader in the study of cross-cultural spirituality and ritual processes, and a founder of a powerful new approach to global transformation: Social Artistry.



### David Rock

A thought leader in the application of the neurosciences to leadership, Rock is a sought-after global leadership coach, founder of the NeuroLeadership Institute, and author of *Coaching with the Brain in Mind* and *Your Brain at Work*.



### Garth Fagan

The wildly-imaginative, Tony Award-winning choreographer of *The Lion King* and creator of a ground-breaking dance company comprised of inner city youth, Fagan now applies his experience and creativity to leadership development and coaching.



### Chris Rabb

A consultant, writer, and public speaker, Rabb focuses on the intersection of social identity, media, civic engagement, and entrepreneurship. Rabb's forthcoming book is titled *Invisible Capital: How Unseen Forces Shape Entrepreneurial Opportunity*.

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Register now and save up to \$150! Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for details.

# PRE- AND POST-CONFERENCE WORKSHOPS

## HONE YOUR SKILLS AT THESE INTENSIVE WORKSHOPS BEFORE AND AFTER THE CONFERENCE.

You'll go home with new insights and solutions that you can apply to your practice immediately! Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for full descriptions of each workshop.

### PRE-CONFERENCE WORKSHOPS

#### Full-Day Workshops:

**Saturday, October 16, 9:00 am – 4:00 pm**

#### SAT01 – A Dynamic Approach to Use of Self: Leveraging Ourselves as Instruments of Change

Explore the critical but often elusive use of the self as instrument in this powerful workshop. Expand your understanding of a new and comprehensive model of Use of Self in OD, which draws on a wide range of theory and applies to OD work in myriad ways.

*Presented by: Matt Auron, DaVita, Inc.; David Jamieson, Jamieson Consulting Group, Inc.; David Shechtman, Tru Progress Consulting; Ann Caton, Potomac Group, LLC*

#### SAT02 – A Journey into Power, Politics, and Influence for OD Practitioners

In this workshop, you will identify and reflect on your beliefs about power; examine your own source of power and power strategies to use as a change agent; consider heartfelt and ethical ways of using power; and focus on the highest form of power—personal referent power—a core aspect of use of self as an instrument of change.

*Presented by: Mee-Yan Cheung-Judge, Quality-Equality Organisation Development Consultancy Services, Ltd.; Robert J. Marshak, AUI/NL MSOD Program, School of Public Affairs, American University*

#### SAT03 – Six Conversations that Matter: Building Abundant Organizations

This highly interactive session designed by Peter Block will empower you with the ability to ask conversation-changing questions that spark transformation in your organization or community. Learn how to effectively use Six Conversations to move multiple layers of culture by allowing each individual to commit voluntarily to an initiative without guarantees. The end result of your work: organizations of high engagement, created by the members themselves.

*Presented by: Bill Brewer, Designed Learning*

#### SAT04 – The Change within Transformative Change

In this session, you will explore how hyperconnectivity is radically altering the ground rules and patterns governing both individual transformation and group change. Through engaging discussion you will learn to unleash individual, local change with intended global implications.

*Presented by: Sharon Benjamin, Alchemy; Michael Arena, Queens University*

#### SAT05 – The Core of Effective Contracting: Navigating the Initial, Complex Dynamics that Will Determine Our Success

Learn how to inject more clarity and confidence into your contracting conversations. Discover the inner work you can do as an OD professional to prepare yourself for these highly-charged exchanges—and how to use yourself strategically in the moment to create a trustworthy, mutually satisfying contract. Along the way identify the implicit expectations that surround the “business of help,” and discuss how to articulate your own, professional “theory-of-practice.”

*Presented by: Peter Norlin, OD Network; Judy Vogel, Vogel/Glaser & Associates, Inc.*

#### Half-Day Workshops:

**Saturday, October 16, 1:00 pm – 4:00 pm**

#### SAT06 – Innovative InterChange: The Power Behind the Power of Your OD Program

Discover how the Innovative InterChange process can help you and the organizations you serve quickly adapt to—and survive and grow within—a rapidly changing and globalizing market. Learn the most effective ways to initiate, implement, and sustain collaboration and change, while reducing polarization and destructive interaction.

*Presented by: Charlie Palmgren, Kathy Hollingsworth, and Heather Martin, Innovative InterChange Associates*

*Half-Day Workshops continued on page 8.*

# PRE- AND POST-CONFERENCE WORKSHOPS

## Half-Day Workshops (continued):

Saturday, October 16, 1:00 – 4:00 pm

### SAT07 – The Cosmopolitan Practitioner

Explore what it means to be a cosmopolitan OD practitioner—someone with the knowledge, skills, and self-awareness to engage and work with people from all over the world. You will investigate emerging literature on cosmopolitanism and test your own attitudes and limits.

*Presented by: June Delano, Leng Lim, and Bruce McFee, Pivotal*

### SAT08 – Awakening the Dreamer: Generating Hope and Action for Environment, Spirit and Justice at Humanity's Crossroads

In this session, we invite you to tap into your potential to facilitate societal change. Learn to build a community that is sustainable, fulfilling, and socially just. Join us for a highly sophisticated group experience that is inspiring thousands of people to transform our world in our lifetimes. Visit [awakeningthedreamer.org](http://awakeningthedreamer.org) for a preview.

*Presented by: Anita Sanchez and Kit Tennis, Sanchez, Tennis & Associates, Pachamama Alliance*

## POST-CONFERENCE WORKSHOPS

### Full-Day Workshop:

(Part 1) Wednesday, October 20, 1:00 pm – 4:00 pm, and  
(Part 2) Thursday, October 21, 9:00 am – 12:00 pm

### WTH01 – How Do YOU Show Up When Conflict Begins? The Three C's of Conflict Intervention

Manage conflict resolution with competence, confidence, and congruence using the mediation and intervention skills you will develop in this workshop. Learn to bring your most unfettered presence and sound insight to organizations where teams struggle for influence and authority, over- or under-manage information, compete for resources, and push for best solutions.

*Presented by: Chuck Phillips, Sapience Organizational Consulting Group; and Janice Williams, Janice A. Williams Associates*

## Half-Day Workshops:

Wednesday, October 20, 1:00 pm – 4:00 pm

### WED01 – High Impact Coaching for Organizational Change

Join us for this hands-on opportunity to learn to bring powerful coaching questions into change interventions. Through guided discussions and applications, you will develop, learn, and practice powerful questions for all phases of organization change—and create a strategy and action plan with questions to use in an actual organization change initiative.

*Presented by: John Bennett, Queens University of Charlotte, McColl School of Business; and Mary Wayne Bush, Pepperdine University*

### WED02 – Leading Consciously: Moving From Self-Change to Initiating Organizational Change

Learn to lead consciously by implementing a six-element, evidence-based framework for moving from self-change to initiating organizational change—even when you feel emotionally depleted. Go home with a strategy to uphold the OD values of respect and inclusion, collaboration, self-awareness, and empowerment so you can “be the change you want to see.” Based on 10 years of research showcased in Jean Latting and Jean Ramsey’s recently-published book, *Reframing Change*.

*Presented by: Jean Latting, Leading Consciously*

### WED03 – Navigating OD Career Options: Are You an Innie or an Outie?

Examine the differences between internal and external consulting to determine which one—or combination of the two—is right for you. In a three-part process facilitated by OD practitioners, consider your choices and plan your next steps to get where you want to be. This process encourages consultants to engage in reflection, dialogue, and visioning, as OD scholars (e.g., Bellman, Block, and Schein) recommend.

*Presented by: Beverly Casey, Performance Impact LLC; Jackie Alcalde Marr, Oracle Corporation and Evolutions Consulting; Kathryn Gaines, Leading Pace, LLC; and Rita Sever, Supervision Matters*

# FEATURED SESSIONS

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## KURT LEWIN MASTER CLASS SERIES

**Tuesday, October 19, 9:15 am – 10:30 am**

In these interactive discussions, attendees will learn from master practitioners about strategically integrating theory into practice. Choose from the 7 sessions below to explore the area that interests you.

**Glenda Eoyang**, Executive Director and founder of the Human Systems Dynamics (HSD) Institute, will share the short list of simple rules for effective HSD practice and discuss how they apply to you personally and in a range of professional settings from government to business to non-profit.

**Barbara Bunker and Billie Alban**, co-authors of *The Handbook of Large Group Methods: Creating Systemic Change in Organizations and Communities*, will discuss how the principles of Large Group Methods have influenced their OD practice.

**Cathy Royal**, a pioneer in the use of Appreciative Inquiry and founder of Quadrant Behavior Theory (QBT), will discuss how an OD practitioner's understanding of social justice, persistence, and social identities has long term effects on diversity and inclusion.

**Roger Schwarz**, professor, consultant, and author of *The Skilled Facilitator*, will discuss how to close the gap between the theories we believe and the theories we actually employ. With examples of Skilled Facilitator and Facilitative Leader approaches attendees will learn how to better serve clients by acting with integrity.

**Edie and Charlie Seashore**, co-authors of *What Did You Say? The Art of Giving and Receiving Feedback*, will shed light on how we access the "adult lurking within ourselves" during times of major change and growth.

**David Sibbet**, founder of The Grove Consultants International, author of *Visual Meetings*, ODN Members' Choice Award winner, and Anodos Award winner for leadership in the practical application of the Theory of Process, will discuss how the Theory of Process has functioned as a gyrocompass for his work.

**Miriam Lewin and Michael Papanek**, Kurt Lewin's daughter and grandson, will lead a very personal discussion about Kurt Lewin as a husband, father, and teacher, and how Lewin's work still influences us today.

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## WINDOWS ON THE WORLD SERIES

**Monday, October 18, 1:30 pm – 3:00 pm**

In these enlightening sessions, established and emerging leaders in the field will push the boundaries of your current paradigm by introducing new insights and perspectives on the future of human systems development.

**Appreciative Leadership:**

**Unleashing Positive Power for the Greater Good**

Appreciative Leadership is *the relational capacity to mobilize creative potential and turn it into positive power*. This session will explore the Five Core Strategies of Appreciative Leadership using real-life examples, and attendees will participate in hands-on activities to get an experiential understanding of this process.

*Presented by: Diana Whitney and Amanda Trosten-Bloom, widely acclaimed consultants and pioneers in the application of Appreciative Inquiry.*

**OD and Social Justice: A Dialogue**

How is the OD field related to the development of communities and organizations that provide equity and opportunity for all people? Building on the special issue of the *OD Practitioner*, "In Our Own Voices: The Contributions and Challenges of OD Practitioners of Color," this session will focus on how OD practitioners can influence social justice.

*Presented by: Cathy Royal, human and organization development practitioner specializing in Quadrant Behavior Theory, Appreciative Inquiry, and social justice; and John Vogelsang, editor of the OD Practitioner, visiting professor at the SIT Graduate Institute, and coordinator of the Ethnic, Racial, and Religious Understanding Project at Queens College/CUNY.*

*Windows on the World Series continued on page 10.*

# FEATURED SESSIONS

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## WINDOWS ON THE WORLD SERIES CONTINUED

### Illuminating the Shadow Organization: A Systemic Approach to Diagnosing and Improving Culture and Informal Networks

An organization's performance is driven both by visible factors that we can directly influence, such as structure, and less visible factors—which are difficult to identify and influence—such as culture, employee motivation, and informal networks. By investigating a case study on TNT's China organization of 3,000 employees and highlighting its key insights, methods, and outcomes, we will learn to utilize Reya Group's toolkit to manage the less visible factors and thereby improve performance.

*Presented by: Jeremiah Lee and Jesse Price, co-founders of Shanghai-based Reya Group; and Iman Stratenus, Managing Director of TNT International Express in China*

### New Realities and Their Impact on Change Work: How Might Our Culturally Diverse Society Influence Our Current Theories of Change?

When seeking to evoke change within diverse organizations and communities, do change agents need a special kind of cultural awareness? We'll consider the consequences of using familiar intervention strategies in culturally and ethnically diverse situations without focused, sophisticated cultural awareness. We'll conclude our conversation with recommendations for developing and using a more culturally sensitive approach to change.

*Presented by: Christopher Easley, Associate Professor of Management at Governors State University. She has spent over 20 years in the corporate sector as a consultant-leader in managerial and directorship positions in operations, human resources, and organization development.*

### iPods & Organization Structures: How the Fields of Design & OD Can Strengthen Each Other

iPods are designed with the goal of creating an authentic emotive experience. Effective organizations are built to achieve a similar goal. Peter Block has challenged OD professionals to integrate design thinking into their work in the 21st century, and Tim Brown, CEO of global design firm IDEO, recently asked, "Can organizations be beautiful?" We will explore principles shared by the design and OD fields, and then we will apply design methods to live OD scenarios.

*Presented by: Tonya M. Peck and Alex M. Dunne, who have designed, grown, and managed successful product teams for companies such as American Standard, Audi, Elsevier, JPMorgan, Microsoft, and Razorfish. Both hold M.A.s in Applied Behavioral Science from LIOS/Bastyr University.*

### Getting to the Table: How to Ensure that Executives Seek You Out on Strategic Changes

Research shows that 60-70% of major change efforts fail. What is needed for major change to succeed, and why aren't OD practitioners called to the table? Learn how OD can help deliver greater results from strategic change by addressing the very dynamics causing it to fail. We will discuss the idea of strategic change consulting and how to build capability through leading change as a strategic discipline.

*Presented by: Linda Ackerman Anderson, Vice President and Co-Founder of Being First, Inc., creator of The Change Leader's Roadmap, a renowned methodology used in organizations worldwide, and author of Beyond Change Management. She brings more than 30 years of experience, best practices, and practical insights to her work in Conscious Transformation.*

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## THE STRATEGIC PRACTITIONER SERIES

### Sunday, October 17, 3:00 pm – 5:00 pm

When the going gets tough, the tough get strategic... and for all of us, the challenge now is making sure our work achieves visible results. In these sessions, learn invaluable strategies for underscoring our competence and the value of our work.

#### Theories-of-Practice: Mine, Yours, Ours

As practitioners, we interpret the situations presented to us using filters that are comprised of our values, assumptions, and theories that we know and employ. As we gain experience, our ability to pinpoint what guides our actions tends to fade. In this session, learn to articulate the facets of your filters and discover some new ideas to add to your theories-of-practice.

*Presented by: Robert J. Marshak, Senior Scholar in Residence for the AU/NTL MSOD Program at American University and an internal/external consultant for more than 35 years.*

#### Showing Our Value: How Do We Demonstrate the Impact of Our Work (and How Do We Talk About It)?

How do we prove to clients—current and prospective—that OD will help them succeed? In this session, learn to articulate the positive impact of OD by defining and measuring specific outcomes through a strategic framework.

*Presented by: Jeff Frakes, author of Practical Methods and Measures to Enhance Organizational Effectiveness, with over 30 years experience as an OD professional in both internal and external role; and Ruth House, President of Middleton-House & Co, who also facilitates classes in group process, strategies for large scale change, managing resistance to change, and managing organizational change for the OD program at Fielding Graduate University.*

#### Large Group Methods: Outcomes, Implementation, and Organization Capacity Building

What factors promote changes/capacity building within the culture of an organization? Billie Alban and Barbara Bunker will present examples of Large Group Interventions – from their own experiences as well as case studies from a national “call for cases” sponsored by OD Network. Attendees will be inspired by these examples of outstanding outcomes achieved by practitioners that do not regularly publish their work.

*Presented by: Billie Alban and Barbara Bunker.*

### Already registered for Conference 2010?

Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) to review the workshops and activities we've just posted. See the Schedule at a Glance (pages 4-5) to determine which activities require additional registration. Call 1.973.763.7337 to sign up for those you want to attend.

**“The conference was amazing! It was my first and every session was informative, had practical tools, and provided something of great value. The networking was invaluable. Absolutely gold.”**

Rochelle Arnold-Simmons  
Attendee

# CONCURRENT SESSIONS AT A GLANCE

## CONCURRENT SESSIONS: TRACK DESCRIPTIONS

### Cultivating Leaders and Leadership

Identify the most powerful strategies and tools now being used to cultivate effective leadership at every level.

### Exploring the Dynamics of Change

Review the most up-to-date models for understanding how change actually works, and consider how these new frameworks might influence the future of OD practice.

### Identifying Tools for Practice

Expand your portfolio of professional skills with an array of sophisticated, creative, “test-driven” possibilities.

### Strengthening Communities, Respecting Cultures

Discover new possibilities for building satisfying, productive connections between groups and promoting dialogue across differences.

### Working Creatively on the Edge

Explore the approaches and methods that some of our field's most innovative practitioners are using to promote learning and change.

## CULTIVATING LEADERS AND LEADERSHIP

### Monday, October 18th – AM

Working Across Cultures and Time Zones:  
Integrated Talent Management at Avanade  
*Gabriel Shirley - Avanade, Inc*

David Bradford's Shared Leadership Model:  
Transforming Public Sector Leadership  
to Meet the Obama Administration's Expectations  
*Alfred L. Cooke - Federal Executive Institute*

Building Adaptive Organizations: How a Leading  
Global Company Transformed their R&D Organization  
*Sumant Ramachandra - Hospira, Inc.*  
*Carolyn Hendrickson - Tandem Group, Inc.*

### Monday, October 18th – PM

Leading from the Middle: A Systemic Approach  
*Barry Oshry - Power + Systems*

### Tuesday, October 19th – AM

OD in Healthcare: Dialogue with Leaders  
*Heather Hanson - Kaiser Permanente*  
*Jason Wolf - HCA*  
*Mark Moir - Sanford Health-Merit Care*

### Tuesday, October 19th – PM

Generational Differences in Organizational Leadership:  
International Perspectives  
*Annika Hylmo - The Insight Generation*

Leadership Legacies: Leaving a Positive Imprint While  
Building Communities  
*Kittie Watson - Innolect Inc.*  
*Rebecca Ripley - Innolect Inc.*  
*Melonie Hall - Entergy New Orleans*

### Wednesday, October 20th – AM

What Makes a Leader Truly Global?  
*Robert Cooke - Human Synergistics International*  
*Peter Barge - Jones Lang LaSalle*  
*Nazneen Razi - Jones Lang LaSalle*  
*Linda Sharkey - Center for Global Leadership Development*

For full descriptions of concurrent sessions,  
visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010).

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## EXPLORING THE DYNAMICS OF CHANGE

### Monday, October 18th – AM

Can Unions Change? An Exploration of Unions and Organization Development

*Allison Porter - Alvarez Porter Group*

*Joe Alvarez - Alvarez Porter Group*

The Gestalt Approach to Change Management

*Rick Maurer - Maurer & Associates*

*Herb Stevenson - Cleveland Consulting Group*

### Monday, October 18th – PM

Embracing the “Gift Story”: An Organizational Change Effort in Public Education

*Sue Brewer - (Retired from) Rowland Unified School District*

*JoAnn Lawrence - The Ball Foundation*

*Srik Gopalakrishnan - New Teacher Center*

Engagement is the New Change Management

*Dick Axelrod - The Axelrod Group, Inc.*

*Emily Axelrod - The Axelrod Group, Inc.*

### Tuesday, October 19th – AM

Growing the Global Organization:

A Case Study in Complex Organization Capacity-Building

*Carol Brainard - Brainard Consulting LLC*

Order from Chaos: A Theory and Practice for Turning Upheaval into Opportunity

*Peggy Holman - The Open Circle Company*

### Tuesday, October 19th – PM

Ratcheting Up Organizational Change Effectiveness:

A Sampler of Engagement Strategies

*Tom Devane - Tom Devane & Associates, Inc.*

### Wednesday, October 20th – AM

Changing Our Minds About Change:

A World of New Possibilities

*Deepa Rachel - Manford*

Evaluating Organizational Change

*Jill Shaver - B. J. Shaver Consulting, Inc.*

*Paula Burns - Northern Alberta Institute of Technology (NAIT)*

*Kathryn Parker - SickKids Learning Institute*

Managing Global Enterprise Transformation:

A Leadership Imperative at Dell

*Alejandro Reyes - Dell, Inc.*

*Ashley Yount - Dell, Inc.*

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## IDENTIFYING TOOLS FOR PRACTICE

### Monday, October 18th – AM

Arts-Based Learning: A New Paradigm for the 21st-Century OD Professional

*Michael Brenner - IdeAgency*

The Identity Effect: How Identity-Based Management

Drives Employee Engagement and Business Performance

*Larry Ackerman - The Identity Circle LLC*

The Neuroscience of Emotional Intelligence (EQ)

*Mark Ball - Google*

*Aman Gohal - Booz Allen Hamilton*

Turning Autopilot Off: Decision Making as Science and Art

*Nancy Dill - Genzyme Corporation*

*Miet Timmermans - Genzyme Corporation*

### Monday, October 18th – PM

Best Practice in OD Evaluation:

Understanding the Impact of Organization Development

*Andy Smith - Roffey Park Institute*

*Liz Finney - Roffey Park Institute*

Learning How to Read the Room: Kantor's

Four Player Model in Action

*Nancy Lonstein - Germane Consulting*

*Anne Perschel - Germane Consulting*

Using Social Network Analysis to Change the Conversation:

Leadership, Power, and Politics in a Law Firm

*Susan Letterman White - Letterman White Consulting*

### Tuesday, October 19th – AM

Appreciative Inquiry in Academic Medicine: Changing the

Conversation and Cultivating Relationships

*Anne Williams - University of Virginia Health System*

*Identifying Tools for Practice sessions continue on page 14.*

# CONCURRENT SESSIONS AT A GLANCE

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## IDENTIFYING TOOLS FOR PRACTICE CONTINUED

Our Exploding Interest in Employee Engagement: What Does This Tipping Point Mean for OD Practitioners?  
*Kenneth Thomas - Naval Postgraduate School*

Accelerated Culture Change:  
OD Pioneers Share Groundbreaking Approach  
*Fred Miller - The Kaleel Jamison Consulting Group*

Custody of the Culture: Why We Need  
Clear Thinking and Imaginative Interventions  
*Isabel Doverty - Standard Chartered Bank*  
*Christopher Kiddy - Aries Consulting Limited*

Driving Cultural Integration After a Fortune 100 Merger  
*Wendy Heckelman - WLH Consulting, Inc.*  
*Lisa Brooks-Greaux - Pfizer Animal Health*

### Tuesday, October 19th – PM

Crisis or Opportunity? High-Engagement  
Organization Design with an Automobile Manufacturer  
*Paul Tolchinsky - Performance Development Associates*  
*Deb Peluso - The Change Collaborative, LLC*

Presence-Based Intervening: Developing  
and Extending Your Signature Presence  
*Doug Silsbee - Presence-Based Leadership*

Synergic Inquiry: Embracing Differences to Enhance  
Cross-Cultural Leadership and Organizational Performance  
*Bernice Moore - ICO Consulting*  
*Nancy Southern - Saybrook University*

The Future of Visual Meetings: Group Graphics  
Meets New Media to Tackle Today's Tough Problems  
*David Sibbet - The Grove Consultants International*

Can You Hear Us Now?: Connecting with the  
OD Network Using Social Media  
*Peter Norlin - OD Network*  
*Alex Dunne - Locomotive Partners*

### Wednesday, October 20th – AM

Courage and Compromise: A Framework for OD  
Practitioners and Leaders Facing Choices Under Pressure  
*Elizabeth Doty - WorkLore*  
*Dennis Riedlinger*

Reaching Resonance: Engaging  
Organizations through Emotional Intelligence  
*Cindy Maher - Leading Edge Coaching and Development*  
*Carol Grannis - Leading Edge Coaching and Development*

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## STRENGTHENING COMMUNITIES, RESPECTING CULTURES

### Monday, October 18th – AM

A Case for Collaboration in Cities  
*Steven Cady - Bowling Green State University*

### Monday, October 18th – PM

Bringing Reality to Your Virtual Teams  
*Yael Zofi - AIM Strategies, Applied Innovative Management*

Diversity to the Next Level: Multicultural Competency  
*Enrique Zaldivar - Inspired-Inc.*

Having 2020 Vision: Community Change Initiatives  
*Barbara Mink - Fielding Graduate University*  
*Thomas Werner - WELL Role Coaching & Consulting*

### Tuesday, October 19th – PM

Transitioning to a Stewardship Culture  
in a Healthcare Setting  
*Debbie Fischer - Mount Sinai Hospital*

Understanding Privilege and Racial Equity: Sustaining 21st  
Century Organizations During Difficult Economic Times  
*Maggie Potapchuk - MP Associates*  
*Beth Applegate - Applegate Consulting Group*

### Wednesday, October 20th – AM

Melding Cultures: Creating Community During Mergers  
*Josh Sandifer - Genentech (A Member of the Roche Group)*  
*Andrea Graff - Genentech (A Member of the Roche Group)*

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## WORKING CREATIVE ON THE EDGE

### Monday, October 18th – AM

Dancing with Surprises: Working Productively with the Unexpected

*Larry Dressler - Blue Wing Consulting, LLC*  
*Sam Elmore - Brinc*

Herb Shepard Meets The Beatles:  
Big Ideas, Great Music, and Messages For Today  
*David Glaser - Vogel/Glaser & Associates, Inc.*

Student Paper Presentation

### Monday, October 18th – AM

A Rose By Any Other Name: What If It's Not Called OD in My Organization?

*Gay Lynch - Conectiv Energy*

Next Generation Organizations: Cisco's Collaborative Management Model  
*Jodi Krause - Cisco Systems*

### Tuesday, October 19th – AM

Applying Visual Metaphors to Executive Coaching and Developmental Counseling

*Robert Barner - Southern Methodist University*  
*Dana Tinkle - Independent Consultant*

Teamwork Tango®: How to Lead and When to Follow  
*Yael Schy - Dramatic Strides Consulting*

Organizational Perceptions and Paradigms:  
Through the Eyes of the Feminine  
*Marsha Tongel - Tongel Consulting Group, Inc.*  
*Cosette Grant-Overton - Duquesne University*

### Tuesday, October 19th – PM

Student Research Colloquium

### Wednesday, October 20th – AM

Hot Diggity Dog: Understanding Self-Organizing Systems Through Dog Rescue Experience

*Madeline Finnerty - Finnerty International*

Getting Great Results from Virtual Meetings  
*Julia Young - Facilitate.com*

Student Research Colloquium

## INTERESTED IN EXHIBITING OR SPONSORING?

There's still time to build your brand in New Orleans! Showing your support at the 2010 Conference is a perfect opportunity to reach an audience of influential leaders in the OD field. Contact Sharyn Collinson, exhibit sales, at +1.973.763.7337 ext.2002 or [scollinson@odnetwork.org](mailto:scollinson@odnetwork.org) for a personalized marketing consultation.

## SPONSOR SPOTLIGHT SESSIONS

Learn from experts who are in the business of improving your practice! Grab a box lunch and show support for your biggest supporters—the 2010 Conference Sponsors—by attending these enriching educational sessions that will build your knowledge and deepen your understanding of targeted areas within the OD field. Discover new approaches and tools that will help you evolve for the future and maximize the impact of your work.

# MORE PROGRAM HIGHLIGHTS

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## FRIDAY, OCTOBER 15

### Pre-Conference Community Volunteer Program: OD Gives Back

Plan to come in early and sign up for this enriching experience:

Rebuilding Together New Orleans (RTNO): Spend a day literally rebuilding New Orleans with the city's largest rehabilitation non-profit organization, RTNO. To learn more about RTNO, visit [www.RTNO.org](http://www.RTNO.org).

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## SATURDAY, OCTOBER 16

### Practitioners of Color Caucus

Join Kenneth Jones, John Perry and Forrest Story for a day of community-building, and learn about an important tool that can identify the sources of energy organizations.

*Also see Pre-Conference Workshops, page 7.*

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## SUNDAY, OCTOBER 17

### First Time Attendees Orientation

Join other first timers on Sunday morning to get a jump start on your Conference experience.

### Dick Beckhard Mentoring Program

Recommended for new practitioners, this highly rated program helps new practitioners build relationships with seasoned mentors. Sign up to be a mentor or mentee. Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) or go to the on-site Registration Desk.

### “Welcome to the Big Easy” Reception

Kick off the week and have fun NOLA-style with old friends, new acquaintances from around the world, and big supporters of your work—Conference sponsors and exhibitors.

*Open to Full Conference registrants. Guest tickets may be purchased for non-Full Conference registrants.*

*Hors d'oeuvres are provided; a cash bar is available.*

### Sunday Evening Community Building

NOLA in the Aftermath: Emerging Leadership, Resiliency, and Responsiveness

From the trauma that Louisiana has endured, a multitude of leaders have emerged who have been remarkably responsive to the overwhelming needs. Three New Orleans residents will join us to share stories about these leaders and the community's response during and after Katrina. We discuss how these lessons can be transferred into our own organizations.

*Facilitated by: Michael Arena*

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## MONDAY, OCTOBER 18

### Get Published!

Join the editors of *OD Practitioner*, *OD Seasonings* and *Practicing OD* for lunch and let them “pick your brain” for fresh, stimulating content. Sharing your ideas and experiences is a great way to support the OD Network.

### Affinity and Special Interest Group Meetings

Connect with colleagues who share your interests at sponsor-hosted receptions and self-organized group meetings, and go home with new ideas and new acquaintances. Meetings will be posted to [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) as they are scheduled. To organize your own special interest meeting, e-mail Linda Sherman at [ls Sherman@odnetwork.org](mailto:ls Sherman@odnetwork.org).

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## TUESDAY, OCTOBER 19

### OD Network Awards Breakfast

Join us on Tuesday morning to recognize the individuals and organizations that have made significant contributions to the OD field. Award winners who are able to attend will take part in a special concurrent session offered on Tuesday morning. View the schedule on [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for more details.

### Magic in NOLA

To end the week with a bang, two of your OD colleagues—who are also professional magicians—will entertain and intrigue you. We'll warm up for a night on the town at a New Orleans-style happy hour with some zydeco and jazz music.

### WEDNESDAY, OCTOBER 20

#### Regional Network Members' Breakfast

Grab a cup of coffee and take this opportunity to exchange ideas and build relationships with members of other regional networks. All regional network members are urged to attend!

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# ABOUT NEW ORLEANS

## NEW ORLEANS WELCOMES OD NETWORK

The recovery of post-Katrina New Orleans has unleashed a new generation of community activism and social entrepreneurs. The city is brimming with projects to bring creative energy, attract tourism, rebuild homes, overhaul the educational system, and stimulate economic activity. New Orleans 2010 echoes with renewal, rebuilding, restoration, and reinvention.

New Orleans is where European traditions blend with Caribbean influences in the American South. The city lingers between the Old World and the New, between history and legend—a combination that makes for a magical atmosphere. New Orleans bursts at the seams with wonderful music, food, and architecture. This cultural "gumbo" is where we celebrate our differences. In fact, we celebrate almost anything in the Big Easy.

## HOTEL & TRAVEL INFO

### New Orleans Marriott 555 Canal Street, New Orleans, LA 70130

This stylish 41 story French Quarter hotel in vibrant New Orleans is newly remodeled and boasts stunning Mississippi River and city views. Rooms feature luxurious Revive bedding and Bath & Body Works amenities. The Marriott is convenient to Big Easy attractions in the French Quarter, on the riverfront, and in the Garden District. The OD Network's room block at the New Orleans Marriott is now open. **Special rates apply until September 23, 2010** or until the room block fills—whichever comes first. Don't delay, secure your spot now!

### Book your housing today!

Call 1.800.654.3990 and request the "OD Network" room block.

For hotel rates, airfare discount codes, and registration, visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010).



# CONFERENCE PRICING AND SERVICES

## JOIN OD NETWORK NOW TO TAKE ADVANTAGE OF MEMBER DISCOUNTS!

General Conference (October 17 – 20)	Early Bird Rate (Until September 7th)	Regular Rate (After September 7th)
OD Network Members	\$1,045	\$1,195
Student & Senior Members	\$745	\$895
Non-Members	\$1,245	\$1,395

Pre- & Post-Conference Workshops	Half Day	One Day	Two Day
OD Network Members	\$200	\$350	\$700
Student & Senior Members	\$125	\$275	\$550
Non-Members	\$295	\$450	\$900

Day Passes (Discount Codes not applicable)	Sunday or Wednesday		Monday or Tuesday	
	Early Bird Rate	Regular Rate	Early Bird Rate	Regular Rate
OD Network Members	\$210	\$250	\$420	\$500
Student & Senior Members	\$145	\$190	\$295	\$375
Non-Members	\$250	\$295	\$500	\$590

Note: Registrations received after October 14th (including on-site registrations) will include a \$50 registration fee.

Register online or download a registration form at [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010).

### Cancellation & Substitution Policy

All cancellation requests must be made in writing and received by the OD Network office no later than October 1, 2010. A refund minus a \$150 administrative fee will be issued on full conference registrations (or 20% of daily/pre-or post conference only registrations). Registrants unable to attend the meeting may send an alternate from the same organization. Substitution requests must be submitted in writing to the OD Network office.

*Cancellations received after October 1, 2010 are not refundable. Refunds are not issued for "no-shows."*

### On-Site Volunteer Opportunities

Show your support for OD Network by volunteering as a room monitor or helping with administrative duties on-site at the Conference. Apply now for the chance to reduce your registration fee! Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010).

### Scholarships

A limited number of full or partial scholarships are available to those who apply. Scholarships are awarded based on need and hardship. Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for details.

### Roommate Connection

Save money and connect with a colleague by sharing a hotel room! Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010) for details.

### Special Accommodations

If you require special accommodation related to the facility, please contact the hotel directly. If you have food allergies or dietary requirements related to religious beliefs, please indicate so on your registration form.

### Registration and Service Desk Hours

Registration and customer support services are available during the event at these times:

Saturday, October 16	7:00 am – 11:00 am; 1:00 pm – 4:00 pm
Sunday, October 17	8:00 am – 11:00 am; 1:00 pm – 6:00 pm
Monday, October 18	7:00 am – 4:00 pm
Tuesday, October 19	7:00 am – 4:00 pm
Wednesday, October 20	8:00 am – 1:00 pm
Thursday, October 21	8:00 am – 9:00 am

Register now and save up to \$150! Visit [www.odnetwork.org/conf2010](http://www.odnetwork.org/conf2010).



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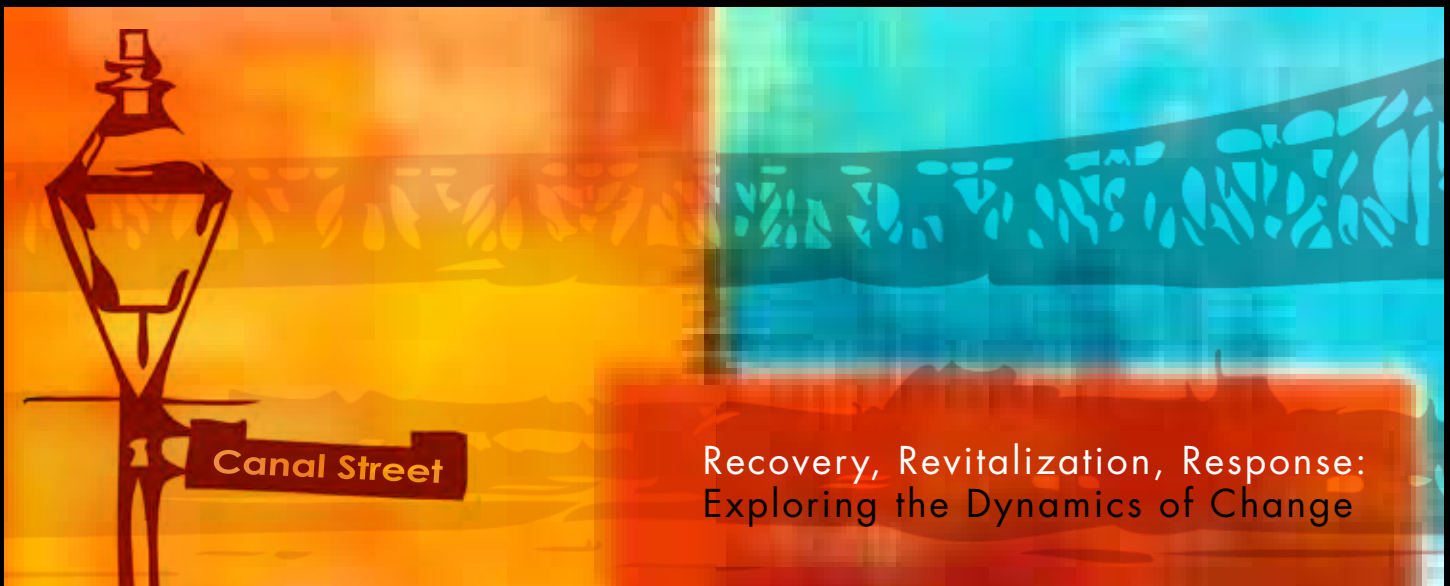


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# OD NETWORK CONFERENCE 2010

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## New Orleans



Recovery, Revitalization, Response:  
Exploring the Dynamics of Change

2010 Conference Preview

October 17 – 20, 2010

Pre-Conference Workshops

October 15 – 16

Post-Conference Workshops

October 20 – 21