

Anticipating Tomorrow by Innovating Today™

News from Change & Response Strategies, LLC

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Change & Response Strategies Presents:

Webinars on Conflict Management & Negotiation Strategies

Conflict is a primary cause for organization-wide inefficiency. Addressing conflict requires a culture of trust supported by clearly communicated procedures and values. Christopher D'Marco, partner, Change & Response Strategies, LLC continues to present a series of webinars on "Conflict Management and Negotiation Strategies" hosted by ExecSense, the leading webinar publisher of top business, legal, medical and financial strategies. Christopher D'Marco of Change & Response Strategies, LLC continues to present a series of webinars on "Conflict Management and Negotiation Strategies" hosted by ExecSense, the world's largest and most exclusive publisher of webinars led by top business, legal, medical and financial executives.

According to Christopher, an organization development practitioner, "Whether its an anti-trust case, a matrimonial settlement, a labor dispute, a real estate transaction or an organization challenged by internal competing interests, strong negotiation and conflict resolution skills are essential because the higher the stakes, the more intense the emotions and the greater probability for conflict." He adds, "Too often a competitive, win-lose approach is taken which actually fuels conflict, whereas a more cooperative win-win approach can yield a much better outcome."

Negotiation is a discipline and professional practice used to reach agreements that ideally satisfy the needs and wants of both parties. For information on program and webinar topics from Change & Response Strategies, click [here](#).

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Christopher D'Marco to Speak on Triple Bottom Line:

It's Not Just About the Money Anymore

On Friday, June 25, [Christopher D'Marco](#) of Change & Response Strategies, LLC, will be a Keynote Speaker at the Workforce Investment Board of Bergen County's ***Step and Take the Lead*** seminar program, held at the Courtyard by Marriott, 120 Polito Ave., Lyndhurst, NJ. The program runs from 9:00am to noon. Registration is required. For more information or to RSVP please contact Andrea Schaffel at andsch@bergen.org.

Christopher explains, "It's not just all about the numbers anymore. From the BP disaster in the Gulf of Mexico to the never-ending debate about labor and employment; from green buildings to global online communities, the definition of success has significantly shifted from pure dollars and cents to equilibrium where people, planet and profit are all important. This new reality is the Triple Bottom Line (3BL). 3BL thinking is no longer purely an academic discussion; come see how 3BL continues to impact individuals and organizations and discover how you can propel your organization toward a new level of success. 3BL will soon become a household expression - don't be left out."

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Lean Enterprise: A Sustainable Business Model for Your Organization

Many organizations particularly in today's economic climate have been eagerly pursuing the implementation of Lean Enterprise, Six Sigma or Lean Six Sigma. Unfortunately, the age-old road blocks which inhibit any cultural transformation such as a lack of change management, dysfunctional teams, ineffective conflict management and fractured communication significantly delay the successful and sustainable implementation of any of these business models.

As [organization development practitioners](#) and [Lean Six Sigma](#) certified professionals, when working with an organization at the planning stage, we stress how implementing any of these business models involves a shift in the "way things have always been done." And, as Lean emphasizes the elimination of non-value added activity (waste), we like to make it clear up front that the deficiencies in change management, team building, conflict resolution and communication are also considered "waste," and end up being extremely costly to the implementation - and that can't go underestimated.

From healthcare facilities to manufacturing plants, from publishing giants to professional services firms, what we assist organizations in understanding and thereby addressing is to strengthen their organization development capacity before and during any lean or six sigma initiative. Change & Response is actively engaged in facilitating projects to include Lean Healthcare, Lean IT and Lean Enterprise.

LEAN NOTE: The 8 classic categories of non-value added activity or "waste" are: Defects, Overproduction, Waiting, Non-Utilized Talent, Transportation,

Inventory, Motion, and Excess Processing.



EWNJ Interviews Angela Calzone:

This is Not Your Mother's Women's Initiative

By Sally Glick, Principal, Sobel & Co. and EWNJ Public Relations Committee Chair
(visit www.ewnj.org)

In a recent conversation with EWNJ member and business consultant and strategist, [Angela Calzone](#) of Change & Response Strategies, I was reminded of the Oldsmobile commercial, "This is not your father's Oldsmobile," as the auto dealers tried to attract younger buyers to become loyal to a car that was perceived to belong to their parents' generation.

Calzone says the same principle applies today regarding Women's Initiatives in the workplace. Twenty years or so ago, as women struggled for equal pay, for equal opportunities and for help when returning from a leave of absence (perhaps time taken off to raise a family...), they found themselves without much support. Each struggled to succeed and thrive in her own company, forced to deal with global issues on an individual basis. "Women's Initiatives" evolved within forward thinking businesses as a great management and recruiting tool. These programs were offered as a positive reaction, delivering a solution to provide women with a continuous process for assistance as they attempted to climb the corporate ladder. These groups did have some success and, over the last 10-20 years, women have gained some ground as a result of their collective efforts and stronger voices.

What Angela has seen lately though is that both genders of the most current generations to enter the workplace are dealing with generational issues that are overshadowing the traditional men versus women scenarios.

"There is an unprecedented four generations currently in the workplace today," noted Angela, "a situation which hasn't occurred since the Industrial Revolution." The incredible and undeniable differences between the Baby Boomers, the X-ers and Y-ers and the Millennials add up to create a completely different set of issues for business leaders.

Today's young women want to get ahead and they are reaping the benefits of the progress (although slow) we made as we grew our own careers. For these confident young women, the priority is to be firmly planted on the path to success and they recognize that, for them, leadership training is a critical component. Therefore, they want, and demand, access to the finest mentors, to those who have "been there/done that". They want to be guided by mentors who can teach them the ropes, help them

understand the politics of the work environment, and who can help them become influencers in the organization. In short, they want to work with those who have proven to be successful, and they don't really care if these are men or women. They simply want to be mentored by those "at the top". This shift is changing the landscape, and the women's initiatives are adjusting quickly. Young professional women, who no longer fear being sidelined by the challenges of "off ramping", have an equal chance to advance. Those who work for companies where diversity is sought and work-life balance is appreciated are more focused on their own professional progress without being distracted by gender limitations.

"Cutting edge industries recognize these new trends and are encouraging cross-gender pollination, leadership training and mentoring as the main tenets of their existing women's leadership initiatives", concluded Angela.

While some of us may be a bit skeptical, having faced the glass ceiling effect first hand, nonetheless the changes are real. It is indeed a new generation, and while there are still "battles" to fight, they are taking a new twist as the generational differences have taken over the spotlight as a dominant concern and potential obstacle on the path to the top.

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