

**Announcement & Registration Form - Please Post**  
**37th Midwest Facilitators' Conference**  
**Monday, May 23, 2005**  
 Midwest Facilitators' Network- <http://www.midwest-facilitators.net>

**Location:** De Paul University Continuing and Professional Education  
 De Paul Center  
 1 East Jackson St - Room 8005  
 Chicago, IL 60604  
 (Downtown Chicago)  
<https://learning.depaul.edu/c2k>

**Conference Agenda**

8:00am	<b>Arrival, Registration, Continental Breakfast, Networking</b>
8:15am	<b>Conference Kickoff</b>
<b>SESSION 1</b> 8:30am to 9:30am	<b>"External or Internal Consultants?... You Decide!"</b> <b>Orlando Ashford (Motorola, Inc - Schaumburg, IL)</b> Nearly 80% of business consultants are external to the client organizations they serve...whether they are part of a large firm, a boutique or out on their own. Today consultants have more opportunities than ever to explore big impact roles in either internal or external consulting organizations. During the session, we will discuss the benefits and challenges of both internal and external consulting - considerations for anyone who is contemplating a career in consulting or who may want to change their vantage point for serving their clients.
<b>SESSION 2</b> 9:30am to 11:00am	<b>"Motorola's Culture: Seamless Inside"</b> <b>Jennifer Longnion and Richard Wug (Motorola, Inc - Schaumburg, IL)</b> Motorola's goal of delivering seamless products and services to customers is backed by rock-solid, effective & efficient operations. The organization's culture (values, beliefs and assumptions) drives behaviors that ultimately impact its ability to execute strategy. This session will review the approach and recommendations that Motorola's Organization Development team made to build upon the rich heritage of Motorola, refreshing those parts of its culture that have made it great and recommending new ways to boost its marketplace competitiveness to new levels.
<b>SESSION 3</b> 11:00am to 12:00am	<b>"Riding the Waves of Sea Change"</b> <b>Jim Troxel (Millennia Consulting - Chicago, IL)</b> The field of facilitation is new and ever changing. New techniques, methodologies and technologies are being put to use constantly by the stream of professional and part-time facilitators around the world. Keeping on top of the field is an unending task. In this session conference participants will be afforded the opportunity to examine the field of facilitation and try to ascertain the cutting edge trends within it.  <b>This session will continue informally as a work-through lunch</b>
12:00am	<b>Lunch, Networking, Etc.</b> (60 minutes)
<b>SESSION 4a</b> 1:00pm to 2:30pm	<b>"Appreciative Inquiry as a Tool of Facilitation"</b> <b>Odette Samuelson (Pace Suburban Bus Service - Arlington Heights, IL)</b> As a facilitator one of the more challenging yet rewarding experiences is working with a group who is discouraged, frustrated and focused on the negative. In this session, learn how you can use Appreciative Inquiry as a tool to refocus the group on what is positive and working within a situation and in doing so, enable the group to raise their energy and productivity. This session will cover the basics of Appreciative Inquiry and review the four parts of the model so you'll have an overview of the steps in the process.
<b>SESSION 4b</b> 1:00pm to 2:30pm	<b>"Proposed Certificate Program in Group Facilitation at De Paul University"</b> <b>Jim Troxel (Millennia Consulting - Chicago, IL)</b> De Paul University Continuing and Professional Education (CPE) is collaborating with Millennia Consulting, LLC and examining the possibility of offering a <b>professional certificate program in group facilitation</b> . CPE is conducting an online survey about the program through May 15,2005 and you are encouraged to contribute your opinions. This program is still in the design stages and will initially be offered in the Chicago area. De Paul CPE and Millennia will ask participants to review and discuss the survey results and to provide additional feedback for the program's design. To take the survey: <a href="https://learning.depaul.edu/evaluation/group_facilitation">https://learning.depaul.edu/evaluation/group_facilitation</a>
2:30pm	<b>Break, Networking, etc.</b> (30 minutes)
<b>SESSION 5</b> 3:00pm to 5:00pm	<b>"The 4th Dimension of Leadership"</b> <b>Keith Elson (Accenture - Chicago, IL)</b> The 4th Dimension of Leadership is a concept explored by Keith Elson through the analysis and metaphor of basic quantum physics. Whereas Einstein theorized that relativity was based on your position compared to space, distance, and time - Elson focuses on the aspects of leadership that people can feel, but are hard to quantify. In that way, leadership is an evolving art AND science - and is based largely on the needs of the situation, people involved, and most importantly, on the intentions of the leader. The 4th Dimension is not about techniques or tools...it's more philosophical than technical. It is, however, a powerful paradigm for people who take their leadership role seriously in any organization. <b>A break will be included in this session</b>
5:00pm	<b>Wrap Up, Door Prizes</b> (winners must be present), <b>Adjourn</b>

# Registration Information

<b>HOST For This Conference</b>	The Facilities for the 37th Midwest Facilitators' Conference are provided by the <b>De Paul University Continuing and Professional Education</b> , at the De Paul Center, 1 E Jackson St, Room 8005, Chicago, IL 60604 - <a href="https://learning.depaul.edu/c2k">https://learning.depaul.edu/c2k</a> , campus map & directions: <a href="http://www.depaul.edu/maps/loop">http://www.depaul.edu/maps/loop</a>		
<b>SPONSOR Nightingale-Conant</b>	Since 1993, Nightingale-Conant (Niles, Illinois) has been a sponsor to MFN, providing the vast majority of door prizes. Nightingale-Conant is the largest producer and distributor of instructional and motivational audio and video tapes and CDs for Personal and Business Development, Wealth Building, Sales, Mind Technology, Health & Wellness and Spiritual Growth. N-C also provides Coaching Services and has a full-service Speakers' Bureau. Visit their website at: <a href="http://www.nightingale.com">http://www.nightingale.com</a>		
<b>SPONSOR University Associates</b>	Since 1993, University Associates, has been a sponsor and supporter of MFN activities, providing products and a number of high-value door prizes, such as complimentary seats in their workshops. Visit their website at: <a href="http://www.universityassociates.com">http://www.universityassociates.com</a>		
<b>SPONSOR MG Rush Systems</b>	As of 2005, the MFN welcomes MG Rush Systems as a new sponsor. <a href="http://www.mgrush.com">http://www.mgrush.com</a>		
<b>Conference Fee</b>	<p><b>Conference Fee:</b> Accepting major credit cards: (Visa, MasterCard, American Express, Discover/Novus, Diner's Club)</p> <ul style="list-style-type: none"> <li>• <b>Early Registration Discount (by 05/18) - Full Conference: \$110 - Half Day \$75</b></li> <li>• <b>Late Conference Registration (after 05/18) - Full Conference: \$125 - Half Day \$80</b></li> <li>• <b>On-Site Conference Registration (05/23) - Full Conference: \$135 - Half Day \$85</b></li> <li>• <b>Fee includes Conference, Materials, Breakfast &amp; Lunch</b></li> <li>• <b>Fee Does <u>NOT</u> include lodging (see suggestions below)</b></li> <li>• <b>Cancellations after 05/18 or no shows may be assessed a cancellation fee</b></li> </ul>		
<b>How to Register</b>	<p><b>Register early to save \$ and to secure a place in this conference.</b></p> <p><b>Online:</b> Link to secure server from: <a href="http://www.midwest-facilitators.net/registeronline">http://www.midwest-facilitators.net/registeronline</a></p> <p><b>Phone:</b> (773)-463-2288 - During the recording press the "2" key. Please announce "MFN Conference Registration", your company name, and the name, phone # and payment information for each registrant.</p> <p><b>Fax:</b> (773)-463-1830 - Fax completed registration form with payment information for each registrant.</p> <p><b>E-mail:</b> <a href="mailto:register@midwest-facilitators.net">register@midwest-facilitators.net</a> – E-mail completed registration form with payment information and subject: announce "MFN Conference Registration".</p> <p><b>Snail-mail:</b> Mail completed registration form with payment information to MFN c/o Jordan-Webb, 2656 W Montrose Ave, - Suite 110, Chicago, IL 60618-1559.</p> <p><b>On-Site:</b> Registration and payment on-site is subject to availability. No guarantee without pre-registration.</p>		
<p><b>Lodging</b> Participants are responsible for arranging their own lodging.</p> <p><b>NOTE:</b> Reservations for Friday are cheaper than Thursday midweek rates. Ask about special rates w/tickets to events.</p>	<p><b>Crowne Plaza Chicago - The Silversmith</b> 10 S Wabash Ave (312)-372-7696 <a href="http://www.ichotelsgroup.com/h/d/c/p/1/en/hd/chiss">http://www.ichotelsgroup.com/h/d/c/p/1/en/hd/chiss</a></p>	<p><b>Hilton Chicago &amp; Towers</b> 720 S. Michigan Ave. (312)-621-7348 <a href="http://www.hilton.com/en/hi/hotels/index.ihtml?ctyhocn=CHICHHH">http://www.hilton.com/en/hi/hotels/index.ihtml?ctyhocn=CHICHHH</a></p>	<p><b>Hotel Burnham</b> 1 W Washington St (312)-782-1111 or (877)-294-9712 <a href="http://www.burnhamhotel.com">http://www.burnhamhotel.com</a></p>
	<p><b>Palmer House Hilton</b> 17 E Monroe (at Wabash) (312)-726-7500, (800)-445-8667 <a href="http://www.hilton.com/en/hi/hotels/index.ihtml?ctyhocn=CHIPHHH">http://www.hilton.com/en/hi/hotels/index.ihtml?ctyhocn=CHIPHHH</a></p>	<p><b>Hotel Allegro Chicago</b> 171 W Randolph St (312)-236-0123 or (800)-643-1500 <a href="http://www.allegrochicago.com">http://www.allegrochicago.com</a></p>	<p><b>W Chicago City Center</b> 172 W Adams (312)-332-1200 or (800)-621-2360 <a href="http://www.starwood.com/whotels">http://www.starwood.com/whotels</a></p>
	<p><b>Rodeway Inn Mid-City Plaza</b> 1 S Halsted (312)-829-5000 <a href="http://www.qualityinn.com">http://www.qualityinn.com</a></p>	<p><b>House of Blues Hotel - Chicago</b> 333 N Dearborn (312)-245-0333 or (800)-235-6397 <a href="http://www.loewshotels.com/hotels/chicago">http://www.loewshotels.com/hotels/chicago</a></p>	<p><b>Blake Hotel (formerly Hyatt on Printer's Row)</b> 500 South Dearborn St. (312)-986-1234</p>
	<p><b>Chicago Bed and Breakfast Association</b> <a href="http://www.chicago-bed-breakfast.com">http://www.chicago-bed-breakfast.com</a></p>	<p><b>BedandBreakfast.com</b> <a href="http://www.bedandbreakfast.com/chicago-illinois.html">http://www.bedandbreakfast.com/chicago-illinois.html</a></p>	<p><b>Bed &amp; Breakfast Chicago</b> Various locations downtown Chicago and Lincoln Park (773)-248-0005 or (800)-375-7084</p>
<b>Meals</b>	Continental breakfast and lunch is included in the Conference fee. Participants with <b>special dietary</b> needs contact: <a href="mailto:david.dewitt@dsc-logistics.com">david.dewitt@dsc-logistics.com</a>		
<b>Dress Code</b>	Business casual		

# Travel Suggestions

<p><b><u>Travel Suggestions</u></b></p>	<p>This Facilities for the 37th Midwest Facilitators' Conference are provided by the <b>De Paul University Continuing and Professional Education</b>, at the De Paul Center, 1 E Jackson St, Room 8005, Chicago, IL 60604 - <a href="https://learning.depaul.edu/c2k">https://learning.depaul.edu/c2k</a>. De Paul Center is located in the Southeast corner of the intersection of State Street and Jackson Boulevard in downtown Chicago - campus map &amp; directions: <a href="http://www.depaul.edu/maps/loop">http://www.depaul.edu/maps/loop</a>. There are <b>many</b> public transportation options available. Car pool! Use your network! Call if you need help. We will help people who can offer or who need a ride establish contact.</p>
<p>(1) <b>From Chicago Via I-90/94/57/294 (Kennedy or Dan Ryan Expys)</b></p>	<p><b><u>From the North – a)</u></b> Take I-90/94 (Kennedy Expy) southbound to Jackson St Exit; <b><u>b)</u></b> continue eastbound on Jackson to State St (De Paul Center), <b><u>c)</u></b> continue to parking - see parking <b>(7)</b> below. <b><u>From the South – f)</u></b> Take I-90/94 (Dan Ryan Expy) northbound to Jackson St Exit; <b><u>b)</u></b> proceed as <b>1-b)</b> above.</p>
<p>(2) <b>From Chicago Via US 41 (Lake Shore Drive)</b></p>	<p><b><u>From the North – a)</u></b> Take Lake Shore Drive (US 41) southbound to Jackson Boulevard Exit and turn west; <b><u>b)</u></b> proceed to Michigan Avenue (100 east); <b><u>c)</u></b> turn right on Michigan Avenue and go one block to Adams Street (200 south); <b><u>d)</u></b> turn left (west) and go one block to Wabash Avenue (50 east); <b><u>e)</u></b> turn left (south) and go one block to Jackson St; <b><u>f)</u></b> proceed as in <b>(1-c)</b> above. <b><u>From the South – g)</u></b> Take Lake Shore Drive, (US 41) northbound to Jackson Boulevard Exit and turn west; <b><u>h)</u></b> proceed as in <b>(2-b)</b> above.</p>
<p>(3) <b>From Chicago N/NW, O'Hare Airport, Wisconsin, points north via I- 90/94/294</b></p>	<p><b><u>a)</u></b> Take I-90 Kennedy Expy or I-94 Edens Expy southbound to I-90/94 junct; <b><u>b)</u></b> proceed as (1-a) above.</p>
<p>(4) <b>From Midway Airport, S/SW, points south via I-55 (Stevenson Expy)</b></p>	<p><b><u>a)</u></b> Take Cicero Ave (Illinois Route 50) northbound to I-55 (Stevenson Expy); <b><u>b)</u></b> take I-55 northbound to junct with US 41 (Lake Shore Drive); <b><u>c)</u></b> take US 41 northbound and then proceed as in <b>(2-a)</b> above.</p>
<p>(5) <b>From Iowa and points west via I-290 and I-88</b></p>	<p><b>a)</b> Take I-88 (East-West Tollway) eastbound to junct with I-290 (Eisenhower Expy); <b>b)</b> take I-290 eastbound to junct with I-90/94 in downtown Chicago; <b>c)</b> continue eastbound as Expy ends and merges into Congress; <b>d)</b> east on Congress to State; <b>e)</b> turn north on State to Jackson; proceed as in <b>(1-c)</b> above.</p>
<p>(6) <b>From Iowa and points west via I-80</b></p>	<p><b><u>a)</u></b> Take I-80 eastbound to I-55; <b><u>b)</u></b> take I-55 northbound towards Chicago, <b><u>c)</u></b> then proceed as in <b>(4-b)</b> above.</p>
<p>(7) <b>Parking</b></p>	<p>There are many public &amp; private facilities. Those marked ** offer discounts for De Paul students, staff and visitors. Validate tickets at De Paul Center security station before leaving.</p> <ul style="list-style-type: none"> <li>• Crosstown Auto Park: 328 South Wabash**</li> <li>• Auditorium Garage: 65 East Congress**</li> <li>• General Parking Corporation: 55 East Monroe**</li> <li>• CNA Building: 311 South Wabash**</li> <li>• Grant Park Garage (underground) 325 S Michigan Ave (enter at Van Buren and Michigan Ave)</li> <li>• Monroe Street Garage (underground) 250 East Monroe St</li> <li>• University Self Park: 54 South Wabash</li> <li>• Mid City Parking: 219 South Wabash</li> </ul>
<p>(8) <b>Commuting by Rail or Bus</b></p>	<p><b><u>CTA Trains &amp; Buses / Metra Commuter Trains / Amtrak Trains:</u></b></p> <ul style="list-style-type: none"> <li>• <b><u>a)</u></b> CTA, Metra, Amtrak: De Paul Center is a short taxi ride &amp; 15-20 minute walk from stations: LaSalle St, Union, Ogilvie Transp. Ctr, Metra Electric/South Shore, all CTA Jackson St Elevated and Subway stops.</li> <li>• <b><u>b)</u></b> From O Hare or Midway Airports take CTA Blue or Orange Line trains to Jackson St Stations or Airport Limos downtown to the Palmer House Hotel. Short walk to De Paul Center.</li> <li>• Many CTA Bus routes on Michigan Ave &amp; State St, Jackson St, Adams St, etc...</li> <li>• <b><u>Amtrak Trains:</u></b> Amtrak to Chicago Union Station; proceed as <b>(9)</b> or <b>(8-a)</b> above</li> </ul> <p><b>Public Transportation Information:</b></p> <p><b>RTA:</b> (312)-836-7000 - <a href="http://www.rtachicago.com">http://www.rtachicago.com</a>  <b>METRA:</b> (312)-322-6777 - <a href="http://www.metrarail.com">http://www.metrarail.com</a>  <b>Pace:</b> (847)-364-7223 - <a href="http://www.pacebus.com">http://www.pacebus.com</a>  <b>CTA:</b> (888)-968-7282 - <a href="http://www.transitchicago.com">http://www.transitchicago.com</a>  <b>AMTRAK:</b> (800)-472-7245 - <a href="http://www.amtrak.com">http://www.amtrak.com</a>  <b>Greyhound:</b> (800)-229-9424 - <a href="http://www.greyhound.com">http://www.greyhound.com</a>  <b>Airport Info:</b> (800)-832-6352 - <a href="http://www.flychicago.com">http://www.flychicago.com</a></p>
<p>(9) <b>By Air</b></p>	<p>Take commercial flights into Chicago's O'Hare or Midway Airports. Rent a car and proceed as in <b>(3)</b> or <b>(4)</b> above, or take CTA Blue or Orange Line Trains downtown and proceed as <b>(8-b)</b> above.</p>

## MFN - UPCOMING EVENTS / NOTICES

To suggest a future program or presenter, or to become involved in MFN, contact us using the information below.

**Please send your current e-mail address, phone & fax number and address changes** so that we can keep you informed about MFN events in a variety of ways. E-mail: [pcollins@jordan-webb.net](mailto:pcollins@jordan-webb.net); Fax: (773) 463-1830; Voice: (773) 463-2288.

May 9-13; Jun 13-17, 2005 MG Rush Systems FAST Facilitator Training in Chicago	Terrence Metz, (630)-954-5880 x211 - <a href="mailto:t.metz@mgrush.com">t.metz@mgrush.com</a> , <a href="http://www.mgrush.com">http://www.mgrush.com</a>
May 12, 2005 Heartland Facilitation Network Spring 2005 Workshop (Kansas City Area)	Facilitating Group Decisions with Martie Kernodle & Nancy Campbell, Plaza Marriott 4445 Main St. Kansas City, MO. Millcreek Room, 3rd Floor, Mary Ann Wieczkowski at (816) 340-7372, <a href="mailto:mwk@americancentury.com">mwk@americancentury.com</a> or Susan Giesing (913) 663-6765.
May 16-18, 2005 Leadership Strategies Facilitating IT Sessions in Chicago	Tony Bolden, Leadership Strategies, (800) 824-2850, <a href="mailto:tbolden@leadstrat.com">tbolden@leadstrat.com</a> , <a href="http://www.leadstrat.com">http://www.leadstrat.com</a>
<b>Monday, May 23, 2005</b> <b>MFN Spring Conference (37<sup>th</sup>)</b>	<b>Hosted by De Paul University Continuing and Professional Education</b> in Downtown Chicago, <b>"External or Internal Consultants?... You Decide!"</b> by Orlando Ashford (Motorola, Inc - Schaumburg, IL); <b>"Motorola's Culture: Seamless Inside"</b> by Jennifer Longnion and Richard Wug (Motorola, Inc - Schaumburg, IL); <b>"Riding the Waves of Sea Change"</b> by Jim Troxel (Millennia Consulting - Chicago, IL); <b>"Appreciative Inquiry as a Tool of Facilitation"</b> by Odette Samuelson (Pace Suburban Bus Service - Arlington Heights, IL); <b>"Proposed Certificate Program in Group Facilitation at De Paul University"</b> by Jim Troxel (Millennia Consulting - Chicago, IL); <b>"The 4th Dimension of Leadership"</b> by Keith Elson (Accenture - Chicago, IL), <a href="http://www.midwest-facilitators.net">http://www.midwest-facilitators.net</a> , <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a> , (773)-463-2288
Jun 6-8; Sep 12-14, Dec 5-7, 2005 Leadership Strategies Effective Facilitator Training in Chicago	Tony Bolden, Leadership Strategies, (800) 824-2850, <a href="mailto:tbolden@leadstrat.com">tbolden@leadstrat.com</a> , <a href="http://www.leadstrat.com">http://www.leadstrat.com</a>
Jun 9-11, 2005 IAF Annual Conference	International Association of Facilitators (IAF) Annual Conference, in Tampa, FL, Information: <a href="http://www.iaf-world.org">http://www.iaf-world.org</a> , <a href="mailto:iaffice@igc.apc.org">iaffice@igc.apc.org</a> or <a href="mailto:pbushee@mr.net">pbushee@mr.net</a> , (612)-891-3541
Sep 26-28, 2005 Center for Collaborative Organizations - 16th Annual International Conference	Center for Collaborative Organizations (University of North Texas), Renaissance Worthington Hotel - Fort Worth, TX, Kathy Belcher, (940)-565-2177, <a href="mailto:belcher@unt.edu">belcher@unt.edu</a> , <a href="http://www.workteams.unt.edu">http://www.workteams.unt.edu</a>
Oct 14-19, 2005 IAP2 Annual Conference	International Association of Public Participation (IAP2) Annual Conference, in Portland, OR, Information: <a href="http://www.iap2.org">http://www.iap2.org</a> , <a href="mailto:iap2hq@iap2.org">iap2hq@iap2.org</a> , (800)-644-4273
<b>October TBA, 2005</b> <b>MFN Fall Conference (38<sup>th</sup>)</b>	<b>Hosted by TBA in Chicago Area, Presenters &amp; Program Details TBA</b> , <a href="http://www.midwest-facilitators.net">http://www.midwest-facilitators.net</a> , <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a> , (773)-463-2288
<b>January 23, 2006</b> <b>MFN Winter Conference (39<sup>th</sup>)</b>	<b>Hosted by Catalyst Ranch in Downtown Chicago, Presenters &amp; Program Details TBA</b> , <a href="http://www.midwest-facilitators.net">http://www.midwest-facilitators.net</a> , <a href="mailto:info@midwest-facilitators.net">info@midwest-facilitators.net</a> , (773)-463-2288

----- Cut Here & Mail or Fax to Registrar -----

MFN c/o Jordan-Webb, 2656 West Montrose Ave-Suite 110, Chicago, IL 60618 or Fax: (773) 463-1830 or [pcollins@jordan-webb.net](mailto:pcollins@jordan-webb.net)

## Registration Form - 37th Facilitators' Conference - Midwest Facilitators' Network - 05/23/2005

Name \_\_\_\_\_

Company \_\_\_\_\_

Address & Mail Code \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Business Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

E-mail Address and Website Address \_\_\_\_\_

**Full Conference Registration:** \$ \_\_\_\_\_  
(by 5/18: \$110 - after 5/18: \$125 - on site: \$135)

**Half-day Conference Registration:** \$ \_\_\_\_\_  
(by 5/18: \$75 - after 5/18: \$80 - on site: \$85)

**Mark Session 4 Choices: 4A - 4B**  
**Half-day participants (lunch included) indicate: AM or PM**

\_\_\_\_\_  
Visa-MasterCard-American Express-Discover/Novus-Diner's Club CARD NUMBER

\_\_\_\_\_  
SIGNATURE EXP. DATE VCODE

\_\_\_\_\_  
Your Company PO Number for Billing

## About the Presentations and the Presenters I

### ***"External or Internal Consultants?... You Decide!"***

**Orlando Ashford**  
**(Motorola Inc, Schaumburg, IL)**

Nearly 80% of business consultants are external to the client organizations they serve...whether they are part of a large firm, a boutique or out on their own. However, when budgets are tight and companies become more insular the emergence of internal consulting groups becomes more prevalent. Today consultants have more opportunities than ever to explore big impact roles in either internal or external consulting organizations.

During the session, we will discuss the benefits and challenges of both internal and external consulting - considerations for anyone who is contemplating a career in consulting or who may want to change their vantage point for serving their clients. Join Orlando Ashford, Vice President for Global HR Strategy and Organization Development at Motorola, Inc., in this interactive dialogue about internal and external consulting and tips for how to survive in either environment.

**Orlando D Ashford** is Vice President Global HR Strategy and Organizational Development for Motorola, Inc. In this role, he has global responsibility for human resources strategic planning, organizational development, HR systems and HR support of M&A. Previously, he was Vice President Human Resources Americas. In this role, he was responsible for Employee Relations, Organization Development, Rewards, Staffing, Leadership Development and Training for the 30,000 plus Motorolans that work in the US, Canada and Latin America. Upon entry into Motorola, he was Vice President and Director of Organizational Development, for the Personal Communications Sector. In this role, he was responsible for leadership development, organization architecture, culture change and senior team effectiveness for the sector. Prior to joining Motorola, Orlando was a Partner with Mercer Delta Consulting Group LLC., a management consulting firm which provides services related to the management of strategic level organizational change to major corporations and other institutions. He has also worked as Director of Organizational Development and Performance for Ameritech in Hoffman Estates, IL and prior to that he worked as a Senior Consultant with Andersen Consulting's Change Management practice. Mr. Ashford holds a BS in organizational leadership and an MS in industrial technology with concentration in human resources management both from Purdue University

### ***"Motorola's Culture: Seamless Inside"***

**Jennifer Longnion & Richard Wug**  
**(Motorola Inc, Schaumburg, IL)**

For Motorola to deliver seamless products and services to our customers, we knew that we needed rock-solid, effective & efficient operations. In order to reach this desired state, we took a look at the heart of our organization, our culture - those values, beliefs and assumptions that drive behaviors and ultimately impact our ability to execute our strategy. To that end, Motorola's leadership team recently identified four key values that would enable our "Seamless Mobility" vision. Those values are Customer Focus, Uncompromising Integrity and Constant Respect, Innovation that Sells, and Teamwork and Collaboration.

In March and April 2005, both internal and external stakeholders were asked to share their perspectives of the proposed values and suggest ways we could drive business performance by aligning everything we do to our company values. Some of the recommendations we've received require radical changes to fundamental business practices such as: hiring, training & development, performance management, brand campaigns, rewards & reinforcements...the list goes on.

During this session we will discuss the approach and recommendations that Motorola's Organization Development team made to build upon the rich heritage of Motorola, refreshing those parts of our culture that have made it great, as well as recommending new ways to boost its marketplace competitiveness to new levels.

## About the Presentations and the Presenters II

**Jennifer L. Longnion** is an internal Organization Development Consultant at Motorola, Inc. with nine years experiences in consulting and career development. Beginning her career in academe, Jennifer worked with the United Nations and the White House to generate national initiatives for the improvement of higher education for women and people of color. Since entering Corporate America, Jennifer's worked with Best Buy Corporate Headquarters in Minneapolis, MN and Motorola, Inc. in Chicago, spending most of her time with clients in the Information Technology, Supply Chain and e-commerce spaces. Currently, Jennifer is leading the redesign of Motorola's global Supply Chain and managing the company's global culture transformation effort. Jennifer (Jenn) is currently A.B.D. on her PhD in Organization Development from the University of Minnesota - Twin Cities.

**Richard Wug** is an innovative professional with extensive experience in the areas of organization development, process redesign, project management, communication strategy, training development, and human resources. He is currently part of the Organization Development team at Motorola, Inc. He began his consulting adventure with an HR consulting firm in the health care field followed by several years of change management, organizational design, and M&A consulting engagements at Andersen with clients such as McDonald's, PepsiAmericas, Exelon, and Chicago Tribune. He has recently led the redesign of Motorola's Marketing and Sales organizations for its Government business and has just accepted an assignment to lead different OD efforts in the Latin America region for Motorola. Rich holds a Master's Degree With Honors in Industrial and Organizational Psychology from Roosevelt University. He and his family reside in Evanston, IL.

### ***"Riding the Waves of Sea Change"***

**Jim Troxel**

**(Millennia Consulting, LLC - Chicago, IL)**

The field of facilitation is new, and it is also ever changing. New techniques, methodologies and technologies are being put to use constantly by the stream of professional and part-time facilitators around the world. Keeping on top of the field is an unending task. In this session of the Spring MFN conference participants will be afforded the opportunity to examine the field of facilitation and try to ascertain the cutting edge trends within it. This exercise will serve the result of providing seasoned facilitators a better understanding of the future of their own professional development and will also provide MFN with a template of possible future conference sessions. The technique that the group will employ is called "Riding the Waves of Sea Change". This technique was been developed by some of the principals of the International Association of Facilitators and many facilitators have recounted how they have employed this technique in client engagements. You, too, will enjoy this simple tool and probably find ways of adapting to your multiple client opportunities.

### ***"Certificate Program in Group Facilitation"***

**Jim Troxel**

**(Millennia Consulting, LLC - Chicago, IL)**

De Paul University Continuing and Professional Education (CPE) is collaborating with Millennia Consulting, LLC and examining the possibility of offering a **professional certificate program in group facilitation**. This program is still in the design stages and would initially be offered in the Chicago area. CPE is conducting an online survey about the program through May 15, 2005 and you are encouraged to contribute your opinions. De Paul CPE (our hosts for the Spring MFN meeting) and Millennia have asked if the participants in the May 23<sup>rd</sup> session will examine these results, confirm or modify the findings and in general to provide additional feedback for the program's design. Right now, only one other institution of higher learning is offering such a program, Johns Hopkins in Baltimore. De Paul would be first in the Midwest. Whether you are a seasoned group process facilitator or new to the field, we would like you to participate in this opportunity to help shape the program. To take the survey: [https://learning.depaul.edu/evaluation/group\\_facilitation](https://learning.depaul.edu/evaluation/group_facilitation)

## About the Presentations and the Presenters III

**Jim Troxel** is a facilitation and training expert with specialties in the field of citizen and employee participation, strategic planning, change management, organizational learning, and long-term systemic change. His career in community and organizational development and leadership training spans over 35 years and a dozen countries. Jim serves on the Adjunct Faculty for De Paul University's School for New Learning. He has published and lectured widely. Editing credits include two books, *Participation Works: Business Cases around the World* and *Government Works: Profiles of People Making a Difference*. Jim has also contributed a chapter titled "Affirmative Facilitation: An Asset-Based Approach to Organization and Community Development" to *The IAF Handbook of Group Facilitation*, which was published February 2005. Jim has lectured on numerous topics, including personal and organizational change, self-managed teams, and the culture of participation. He is a founding member of the International Association of Facilitators and is a graduate of Oklahoma State University, with a master's degree in applied professional studies with a concentration in organizational transformation from De Paul University's School for New Learning.

### ***"Appreciative Inquiry as a Tool of Facilitation"***

**Odette Samuelson**

**(Pace Suburban Bus Service, Arlington Heights, IL)**

We all have a toolkit of techniques that we use to engage a group. We have brainstorming and decision-making techniques and other tools to help engage the group. There are hundreds of methods to use. As a facilitator one of the more challenging yet rewarding experiences is working with a group who is discouraged, frustrated and focused on the negative. In this session, learn how you can use Appreciative Inquiry as a tool to refocus the group on what is positive and working within a situation and in doing so, enable the group to raise their energy and productivity. Appreciative Inquiry helps individuals tap into the group's collective wisdom and strength in ways that a traditional discussion or SWOT analysis never could. We'll cover the basics of Appreciative Inquiry and review the four parts of the model so you'll have an overview of the steps in the process. To put a context around how AI can be used, we'll do a quick discussion on some case studies of the diverse groups of businesses and organizations that have used the process. Finally, you'll get a chance to start your own AI process by learning to identify the Topic Choice and craft interview questions around that topic choice. We'll also talk about situations where you might use AI and the differences between doing a summit and using it as part of your facilitation arsenal. Let's explore why it works, the principles behind it and figure out exciting ways in which you might use it in your situation.

**Odette F Samuelson** has over fifteen years experience in organization development, adult education, facilitation and quality assurance. As the Manager of Organization Development at Pace Suburban Bus Service, she facilitates corporate change initiatives as well as managing training and development for non-bargained-for employees. Odette also has experience in Total Quality Management at Corcom, Inc. and Baxter Healthcare Corporation. Odette holds a degree in International Business from University of Hawaii and a M. ED. in Human Resource Development from University of Illinois, Urbana-Champaign. She is also a certified facilitator in Achieve Global's Leadership and Customer Service systems.

## About the Presentations and the Presenters IV

### ***"The 4th Dimension of Leadership"***

**Keith Elson**

**(Accenture - Chicago, IL)**

The 4th Dimension of Leadership is a concept explored by Keith Elson through the analysis and metaphor of basic quantum physics. Whereas Einstein theorized that relativity was based on your position compared to space, distance, and time - Elson focuses on the aspects of leadership that people can feel, but are hard to quantify. In that way, leadership is an evolving art AND science - and is based largely on the needs of the situation, people involved, and most importantly, on the intentions of the leader.

The three necessary qualities of any leader, according to Elson, are Discipline, Dedication, and Diplomacy. Each of these areas has numerous tangible actions associated with their role in complementing a leader's style. Bear in mind, these are principles - not specific actions. The nature of specific actions will be based on the situation, and there are numerous authors that have substantiated the theory of situational leadership. Where this program differs from others, is "The 4th Dimension of Leadership." This "4th Dimension," much like the ideas shared in the field of quantum physics, is certainly up for debate. Elson argues that the greatest leaders in society, or from our own personal experiences, have this 4th Dimension. It has to do with intentions - and about the idea of recognizing our respective impact on people.

The 4th Dimension is not about techniques or tools...it's more philosophical than technical. It is, however, a powerful paradigm for people who take their leadership role seriously in any organization. It is a belief system that incorporates the spirit and meaning of our very existence, and while it can certainly lead to more questions and discussion - it will certainly make you analyze your own leadership and the tangible effect you have on others.

**Keith Elson** is U.S. and Global Training Director for the Facilities & Services organization of Accenture, one of the world's largest management technology consulting companies. Keith has also worked in management for Hyatt Hotels, Hilton Hotels. For Accenture, Keith has designed and facilitated numerous leadership programs that encompass 4-D leadership principles. Keith graduated from De Paul University and has earned various certifications as a trainer. During his tenure at Hilton Hotels, Keith was the Director of Training at the Palmer House in Chicago where he improved training, as defined from an independent auditor through customer feedback, from ranking #57 to #1 in the chain. His proven techniques for improving leadership, along with overall curricula development for internal training organizations, have made him an important resource in numerous companies. Keith currently creates, facilitates, and manages training within a subset of Accenture's Enterprise workforce. During his spare time, he enjoys playing the piano and all sports - and his latest personal challenge is building a small apple orchard at his home. He lives in Hickory Hills, Illinois, with his wife Kelly Ann.