



# The Exchange



A newsletter for members of the Greater Toledo Area Chapter and Lima Satellite Chapter of the American Society for Training and Development

Volume 5 • Issue 3 • Spring 2008

## President's Corner

2008 has been a very exciting year for our Greater Toledo ASTD chapter. Our ASTD Mission is to:

- Help educate and develop members to their fullest potential
- Provide opportunities for our members to meet and exchange ideas.
- Create a chapter that is a resource to the community and industry, and works well with other organizations.
- Be a change-agent to help our chapter to stay current with industry developments.

Our 2008 Programs have definitely provided an excellent forum for learning, exchanging ideas, sharing best practices, and networking. In January, Jack Hollister spoke on *Perspectives on Regional Training for 2008*. In February, Bob Sullivan talked about *Human Performance Technology*, and Carol Stamm presented on *Accelerated Learning* in March. Our April program featured Thomas Dixon, who talked about *Training Legalities and Liabilities*.

Our members have asked to have more opportunities to get to know each other so we have added some networking time along with a structured ice breaker at each meeting. Another new promotion is to feature a different University at selected meetings. So far we have featured the University of Toledo, Bowling Green State University and Lourdes College. Ballots have recently been mailed out as we are finalizing our slate of officers for the new GTAC-ASTD term, which will begin in the Fall. I would like each of you to consider getting involved as a volunteer on a committee or on the Board. It is an excellent way to develop professional connections and friendships, develop and refine your leadership abilities, and have fun at the same time!

Thanks,  
Lynn Kampfer

Chapter President

## MARK YOUR CALENDARS FOR THE NEXT CHAPTER MEETING!

(All meetings will be held at Brandywine Country Club, 6904 Salisbury Road, Maumee, OH )

May 28, 2008

4:00 pm to 6:00 pm

Topic: Panel Discussion, "Marketing Yourself for Training and Development Opportunities"

June 18, 2008

7:30 am to 9:30 am

Topic: Geoff Woliner, ASTD National Coach, "Training & Development from a National Perspective"

For more information regarding ASTD program events, please visit our website at [www.GTAC-ASTD.org](http://www.GTAC-ASTD.org) or email [gtac-astd@bex.net](mailto:gtac-astd@bex.net). For financial information about our chapter, contact Joan Pisanti at [jpisanti@employersassociation.com](mailto:jpisanti@employersassociation.com).

WHAT'S NEW ON THE MASTHEAD? See page 3 for details!

## ASTD National News

### Calendar of Events



### [Professional Development Calendar](#)

June 1-4, 2008

#### [ASTD 2008 International Conference & Exposition](#)

*New Preconference Workshop Just Added:*

#### **Re-thinking Corporate Responsibility, One Nail at a Time**

Change the way you approach life and work. In just one day, you will build a home for a family caught in the cycle of poverty.

San Diego, California

ASTD Member Conference Registration Fee: \$1,250

Preconference Workshop Fee: \$425

For questions about these and other events, please contact Member Services at [memberservices@astd.org](mailto:memberservices@astd.org).

# Trainers' Notebook

## In Search of Passion: the Personal Side of Engagement

submitted by *Cristina de Mello e Souza Wildermuth*

How many times have you hired a person whose qualifications were fantastic, whose references were fantastic, and who gave you the “gut feeling” that he/she would work within the organization with “fantastic” results? Several months later the person was found to be the wrong fit for the position and never became engaged.

The Dutch researcher Wilmar Schaufeli<sup>[1]</sup> defined engagement as the result of the powerful combination of three factors: *Strength, Absorption, and Dedication*.

*Strength* has to do with energy. When we have strength, we do not feel overloaded or tired even at the end of the day. *Absorption* is a synonym of focus or concentration. When we are absorbed in a task, time goes by fast and nothing appears more important than the task at hand, which absorbs and captivates us. Finally, *Dedication* is the combination of pride, enthusiasm and strong identification with the work. A professional with a high level of *Dedication* does not work only because he needs to work but also because he has fallen in love with the profession a long time ago and cannot imagine himself doing something else.

Research into engagement indicates that there is a small but significant percentage of easily engageable persons. For example, a recent study by researchers Saar Langelaan et al<sup>2</sup> reveals that an engaged person is a calm, flexible, confident, independent and assertive person, capable of changing situations that are not favorable and, therefore, able to “re-engage” when necessary.

However, selecting only “engaged type” people may not bring immediate engagement either. Engagement is not absolute. The “Five Factors” personality model allows one to consider personality when searching for engagement. The personality facilitates the engagement but does not determine it. There seems to be a connection between a person’s passions and that person’s personality. An example could be a person with low originality tending to prefer environments that emphasize tradition, minimize changes, and observance of internal rules and policies. Another example is a person with low consolidation probably feeling happier in flexible environments with multiple tasks and without much perfection requirements.

The use, therefore, of the “Five Factors” personality model allows the human resource professional to be a “matchmaker,” better positioning the company’s talents to maximum engagement.

Keep in mind: *Passion is a democratic concept* – anyone can be engaged because he/she can be passionate when personality is matched with the work that is required; *Facilitate internal transfers* – failure in one area may not mean failure in all areas and a person disengaged and unhappy in one department may become the best possible employee within another department; *Do not worry if you cannot immediately reach all employees* – recent research indicates that engagement is contagious and so do what you can within the time and budget constraints.

Engagement is a concept that is worth celebrating, sharing, and reinforcing in all training processes. The study of engagement must be incorporated to all leadership, team development programs, and even orientation programs. Invest in the engagement of all your employees. Passion is worthwhile.

*Researcher and consultant Cristina de Mello e Souza Wildermuth is Brazilian, and has been living in the USA for 15 years. She is currently writing her Ph.D. thesis in the areas of personality and engagement. To comment on this article, contact Cristina in her website:*

[www.theeffectivenessgroup.com](http://www.theeffectivenessgroup.com), or email [cris@theeffectivenessgroup.com](mailto:cris@theeffectivenessgroup.com).

<sup>[1]</sup> Schaufeli, W., Salanova, M., González-Romá, V., & Bakker, A. B. (2002). The measurement of engagement and burnout: the two-sample confirmatory factor analytic approach. *Journal of Happiness Studies*, 3, 71-92.

<sup>2</sup> Langelaan, S., Bakker, A., Van Doornen, L., & Schaufeli, W. (2006). Burnout and work engagement: of the individual differences make the difference? *Personality and Individual Differences*, 40, 521-532.

### IT'S YOUR TURN!

Members are encouraged to submit items for the newsletter pertaining to training tips, reviews & resources. Please contact Michelle Tambor, [Matambor@bex.net](mailto:Matambor@bex.net). For additional tips and training resources, refer to <http://www.gtac-astd.org/links.htm>.

## GTAC-ASTD in Action



### Notice the Addition to Our Masthead!

Great News! The GTAC-ASTD has been recognized by the ASTD for meeting 100% of the CORE requirements for chapter excellence. Our chapter has met all 18 requirements established by the national association for its efforts to provide value to our local members through well run programs and services and excellent operations. Congratulations to the Chapter Board and our membership who have collectively worked hard to make GTAC-ASTD an excellent local resource for the workplace learning and performance profession!!



### EARN REVENUE FOR THE CHAPTER!

Support the Greater Toledo Area Chapter of the ASTD! When you renew your national membership, buy a book or register for a national conference, just use our chapter source code (CH3092), and we earn a revenue share. Type our chapter source code (CH3092) into the box at checkout. If you have a paper order form, write our chapter source code (CH3092) on it!



Please give us your feedback!

Editor – Diann Tohle

[dtohle@bex.net](mailto:dtohle@bex.net)

Spotlight – Stan Machosky

[stan\\_machosky@yahoo.com](mailto:stan_machosky@yahoo.com)

Marketing – Michelle Tambor

[Matambor@bex.net](mailto:Matambor@bex.net)

[www.gtac-astd.org](http://www.gtac-astd.org)

# Spotlight on Chapter Members

## Spotlight on.....

**Mary Cobb**



Mary Cobb has been the Training and Development Coordinator at the Lucas County Board of MR/DD since 1999. Her responsibilities include planning and implementing the training and development needs of 700 management and staff members for the Board. This work includes coordinating three conferences per year, managing and ensuring compliance with regulatory training requirements for all staff, conducting needs assessments, and planning and coordinating needed interventions. She also coordinates leadership and management development, succession planning, agency mentor programs, pre-hire screening instruments and assessments, orientation and on-boarding of new staff, and helps to facilitate staff recognition efforts. Previously, Mary worked for Sky Financial Group as a Trainer where her work focused primarily on delivering stand-up training.

Mary joined ASTD in 1999 so that she could build a trustworthy group of colleagues to bounce ideas off, get new ideas from, and tap into for local expertise. In addition to that though, Mary says she's also developed several good friendships in the process.

Mary loves leading training sessions because she finds helping people see new connections and gain new knowledge invigorating. It is also exciting to train in an organization where the staff know why they are there and know that the work they do is really important to people.

Most people who know Mary realize that she values physical exercise and fitness. She plays golf, runs, lifts weights, skis, and plays soccer. However, what you might not know is that it took her until age 30 to find these interests. As a young school girl classmates made fun of her because she was pigeon-toed and afraid of getting hit by balls, and often cowered in the back of the gym. Today, she takes on these new challenges because she knows how important it is to be physically fit. Fortunately, her teammates today are a bit more forgiving of her pigeon-toes.

## Spotlight on.....

**Tom Daniels**



Tom Daniels is currently Vice-President of Multi-Country Project (MCP) Inbound at TNS, located in Northwood. TNS is a global market research company and the MCP Inbound group coordinates US fieldwork for projects that originate outside of the United States. As the leader of the group Tom considers himself to be an OD Practitioner under the guise of management. Prior to coming to work for TNS 7 years ago he worked for several companies in the marketing and advertising industry.

Tom recently graduated from Bowling Green State University with a Master's Degree in Organizational Development. He also has degrees from Owens Community College and The University of Toledo.

Tom joined ASTD to connect with other people in the area that share the same passion for organizational and personal development. Tom's passion is to accelerate the development of organizations, teams and individuals and to enable them to achieve their goals through facilitation, coaching and self-directed learning opportunities. He feels the most satisfaction when someone that he has helped comes to that "a-ha" moment when he/she recognizes their potential and has the motivation to stretch beyond their current boundaries.

You would never know it but Tom has been "perfect" at least three times in his life. As an avid bowler, Tom has bowled three perfect "300" games.