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Voice Mail

HRD: The Cosmic Insult?

The term human resource development, or HRD, is an insult to people and organizations that are aware of and interested in the journey of the soul. To speak of human beings as a resource, like timber or coal, insults employees and employers. There is only one employer, the Universe of Love.

Perhaps it would be less spiritually embarrassing if we apologized to all souls and said that we made a cosmic typo; HRD really means human relationship development. That would give well-meaning HRD souls a new focus for strategic planning and career development. Love is cheaper, more powerful, and more lasting than any other form of energy. Organizations that aren't using some of this free universal resource of love are economic liabilities—and not much fun.

Then just about the time that the well-intentioned HRD folks get cooking on some fine new productive-quality relationships, we probably should raise the HRD ante again in order to free all good souls from the emerging production-quality compounds called learning organizations.

It may be troublesome, but souls have different agendas than do today's corporations. Corporations are groups of people linked by a legal agreement to avoid personal responsibility; souls seek only to take increasing responsibility, the path of love. To close the spiritual and conceptual gap, perhaps we should change HRD to mean human reverence development. Now there's a fair beginning. It might make people and corporations temples of the sanctity of life. And it might make work a collaborative act of prayer.

Lest we believe such thinking is

hopelessly ideal, remember that idealism is the mother of practicality. The ideal is always the most efficient, productive, and excellent thing that nature can provide. The ideal always does the most with the least and benefits the most for the least effort. You can't beat the economic power of idealism; you can only pollute it.

— **Gus Jaccaci**
MicroMentor Inc.
Cambridge, Massachusetts

A Few Software Tips

The following messages are in response to our software survey in *TUWYT* (July 1992).

I've found that with any kind of training software—no matter what its function is—it's important to make sure that it links and can operate with your existing wordprocessing program. It was frustrating when the wordprocessing program on training registration software we purchased turned out to be inferior.

— *Name and affiliation withheld*

My company provides PC training, consulting, and application development. Last year, we evaluated several training-center management systems and selected Logical Classmate, a scheduling program from Logical Operation. We've used it for scheduling training for 10 months.

We've found Logical Classmate to be very flexible for recording data for our training sessions—including client information, pricing options, class offerings, and trainee information. We've used the program's reports and produced our own customized reports on the system.

The main benefit of the software

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Voice Mail

is that it enables us to create customized reports and then link them to the program's applications.

— **Ellen B. Bohn**

*Systems Service Enterprises
St. Louis, Missouri*

One software program we use is Negotiator Pro, from Beacon Expert Systems in Brookline, Massachusetts. It clearly presents a variety of concepts and principles that are used in negotiating.

It also gives people opportunities to discern their own negotiating styles, as well as the styles of the people with whom they're negotiating.

— **Bob Weigand**

*St. Luke's Hospital
Bethlehem, Pennsylvania*

even sexy, voice on their business messages.

Later, I called a client and left a message on his voice mail. As I was hanging up, my boss came into my office and I said, "You know, I think you're right. I do tend to use a soft, sexy voice when I leave messages on voice mail." We laughed and forgot about it.

The next day, my client called to tell me that I'd left the phone off the hook and that my entire conversation with my boss had been recorded. Fortunately, the client is also a good friend. But he now calls me the Sexy Trainer.

— **Maria Andresino**

*Consultec Training Group
Boston, Massachusetts*

Never Too Late

The following "Voice Mail" phone message is in response to TUVWY (July 1991) in which we asked about your most embarrassing moments at work.

One morning, my boss and I were having a conversation about using the voice-mail answering service. We discussed whether the technology prompted people to use a softer-than-usual,

"Voice Mail" is compiled and edited by Haidee Allerton. "Voice Mail" welcomes your views. Send your letters and comments to "Voice Mail," Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043; fax them to Allerton at 703/683-9203; or call them in on the "Voice Mail" line, 703/683-9590.

Tell Us What You Think

Take a stroll around almost any office and you'll see proudly displayed photos on people's desks of their spouses, children, girlfriends, and boyfriends. But will you see a photo of someone's same-sex significant other?

For some time, gays in the workforce have relied on radar—or "gay-dar," as they refer to it—and other silent signals to identify gay co-workers, according to the *Washington Post*. Gays and lesbians in the federal government, for example, signify their presence by wearing pink triangles or other tokens of their homosexuality to say, "Here's someone you can talk to and identify with; you're not alone." Some gay and lesbian federal workers are more overt about

making their sexual orientation known; one way is by showing desktop photos of their partners.

Tell us what you think about this issue. Is it an issue? Do gay people in your organization feel comfortable displaying desktop photos of their partners? Would they feel comfortable about co-workers even knowing they're gay? What is the climate for coming out in your organization?

Call the "Voice Mail" telephone line at 703/683-9590; reply by letter to *Training and Development*, 1640 King Street, Box 1443, Alexandria, VA 22313-2043; or fax your response on this or any other HRD issues to Haidee Allerton at 703/683-9203. Published replies will omit readers' names at their request.