

MAILBOX

A Balanced Issue

I really enjoyed the variety of topics in the July issue. With everyone looking for work-life balance, I think *T+D* did a fabulous job.

The Intelligence column on dads looking for father-friendly benefits was informative, and it was inspiring to read about those organizations that have been pioneers in providing flexibility in that regard. I also love the personal slant of Aviv Shahar's "The Need for Reflection."

This will be an issue that I read several times; it has so much great information. The challenge will be applying this knowledge to my life to create a positive work-life balance, in which I can be maximally productive at work and maximally happy and fulfilled at home.

I also thought *T+D* did a good job of making a "summer issue" appealing, with great technical tips [in Digital

Beat], the performance improvement article, and more to keep readers challenged and growing.

Patti McCord

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The July issue triggered much valuable internal inquiry in me, but not at first review. I judged it as ineffectively skimming the surface of an important subject, but I was the one skimming the surface. (Oops, too busy to learn what I need most?) If you've done the same, please read it through to the end—and again; it gets deeper, richer as you go. Go ahead. Go without lunch or reading the news for a day or two. On last read of the July *T+D*, I heard a chorus of authors' voices giving valuable diverse points of views, but also longing for us to find integration and balance—to

love our lives and for us to have others love theirs. For example, "the highest goal" discussed in the Books column. Too woo-woo? Actually quite practical: Those who love life get results, and vice versa.

This issue also covers integrating training, coaching, consulting, and all of the other cousins in this learning family—in work and life, such as in Richard Koonce's article, "Consulting Today." But how to handle such a diverse bunch? Or will they self-organize if given the right atmosphere structure? Of course they can, as any great "teacher" will tell you. And we've used two powerful structures or models that fit all and complement any existing program. I recommend the self-organizing, AIC process discovered by William E. Smith, director of Organizing for Development an International Institute

(ODII) and an adjunct associate professor of organizational sciences at George Washington University. We have also used this and Whole-Scale change in our organization and with others. Being co-owners of a successful business and partners in life, my husband and I know that work-life balance is attainable. The main end result: daily joy and powerful learning for our clients and for us.

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Timely

Kevin Oakes's article, "A Dashboard for Learning" [July] couldn't have been more timely. I'm a chief learning officer, and we're currently working on incorporating learning into our HR dashboard. Oakes's article expressed not only what we hope to accomplish, but also the many challenges we face.

*Chris Skerlong
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Correction

In the graphic in Stephen Cohen's article "Performance Improvement Through Relationship Building" [July, page 42], we omitted the arrows between the circles Organization and Employee/Channel. The correct graphic is represented here.

