

QUANTUM NEWS



www.qsiteam.com

January 2007

A NEW WORD FOR THE DICTIONARY...**OPERATIONALIZE**

There is presently no one word for the process of transferring organizational visions, mission, values and goals into strategies, tactics and actions.

Might we suggest OPERATIONALIZE

In his book, *Bad Words for Good* Tony Proscio writes the following about the use of the word operationalize.

The problem with OPERATIONALIZE is not just that it's ugly, but that it is so sprawling a word-like an ill-planned building with too many additions-that it suggests something complicated, demanding, and obscure. It tries to awe the reader with its sheer unruliness, as if it contains so many ideas that it might be dangerous to unleash them all. Yet the closer you look, the more likely the thing is to mean nothing more than "do." It's a Texas-size word that, as Texan Lyndon B. Johnson once said of some Lone Star poseur, turns out to be "all hat and no cattle."

Ok, so the word means "DO" I'm not so sure that the world couldn't use a few more words that mean do!!

Our definition of operationalize (Quantum's new copywrited word you now owe Fred \$1.00 if you read this article out loud) would best be described as a focused effort to transfer knowledge into actions that make your mission, vision, and values come alive so everyone can understand what to "DO".



So the next time your caught thinking about how to improve the companies mission—Remember your doing something ... Operationalizing!

Inside this issue:

Operationalize	1
The Learning Buzz	2
News at Quantum	3
2007	3
Merry Christmas	4



616 241-3122



THE LEARNING BUZZ—*FACILITATION SKILLS*

Facilitation is about involvement. Consider retention, it is often stated that we retain only:

- 10% of what we read
- 20% of what we hear
- 30% of what we see
- 50% of what we hear and see
- 70% of what we say
- 90% of what we say and do

This is why it is important to plan your facilitation before you start. We need to motivate the participants. Remember you can not motivate other people, all people are motivated for their own reasons, and people do things for their reasons, not your reasons.

Bob Pike says there are 5 ways to squelch motivation.

1. Have little personal contact
2. Get people in a passive mood and keep them there. (Don't allow questions)
3. Assume the class will apply what is taught (Don't give specific examples but don't make all the applications for them)
4. Be quick to criticize (Don't put people down)
5. Make Participants feel stupid for asking questions in class (Make the classroom a safe environment)

There are also ways to motivate adults.

1. Create a need
2. Develop a sense of personal responsibility
3. Create and maintain interest
4. Structure experiences to apply content to life



616

241-3122

Consider this model when trying to create involvement for your group. ADA No not the American Disabilities Act, the activity-discussion-application. This is an adult learner involvement concept.

When facilitating your next meeting or training session try applying an ADA to major topics to improve the participant's motivation.

Sample ADA's

Activities: Brainstorming, Icebreakers, Etc

Discussion: Small groups debrief

Application: Tie the discussion back to company or personal goals.

There is so much to successful facilitation that these two columns aren't enough space to cover the many aspects.



However, we would be glad to provide the training you might need if you are introducing a new product, process, or information and need to develop some of your people as facilitators. Just give us a call.

Do you have a topic you would like to see us address? Just contact us at info@qsiteam.com.

NEED SAFETY TRAINING

We have a solution for you. Michigan EH & S a company run by John Parente and Pat Knight have a complete offering of Safety Programs. We can put you in touch with the Safety Professionals. John and Pat can help you outsource your safety needs. A great way to save money. Contact Quantum at **616 241-3122**.



NEWS AT QUANTUM

PUBLIC WORKSHOPS

We have changed the Public Workshop registration process on our website. When a person registers for a course they must now select the company they are with. This triggers an email sent to the companies representative. The representative has the ability to approve or decline the training request. This gives the control of our public workshops directly to our clients as Quantum does not receive notice until the training request is approved.

On their approval, acknowledgements are automatically sent to the person signed up for training. About 7 to 10 days before the workshop the person will be reminded automatically by email.

We have some excellent courses coming up at both Steelcase University and GVSU Holland Campus. Check out our website for the times and places as they will be posted before the year end.

If you have any thoughts on courses you would like to see offered, please contact us at the following info@qsiteam.com email address.

360° FEEDBACK SOFTWARE contact us for your demo today!!

PUBLIC WORKSHOPS AVAILABLE REGISTER AT: www.qsiteam.com

MAKE IT EASY ON YOURSELF

1. TYPE IN WWW.QSITEAM.COM
2. CLICK ON PUBLICWORKSHOPS
3. CHECK THE COURSE LIST
4. REGISTER FOR A COURSE
5. SEE YOU THERE



**Quantum
Celebrates
20 Years in
2007**

WHAT'S NEW?



CRYSTAL FLASH
LACKS ENTERPRISES
EXTRUDED METALS
METROHEALTH

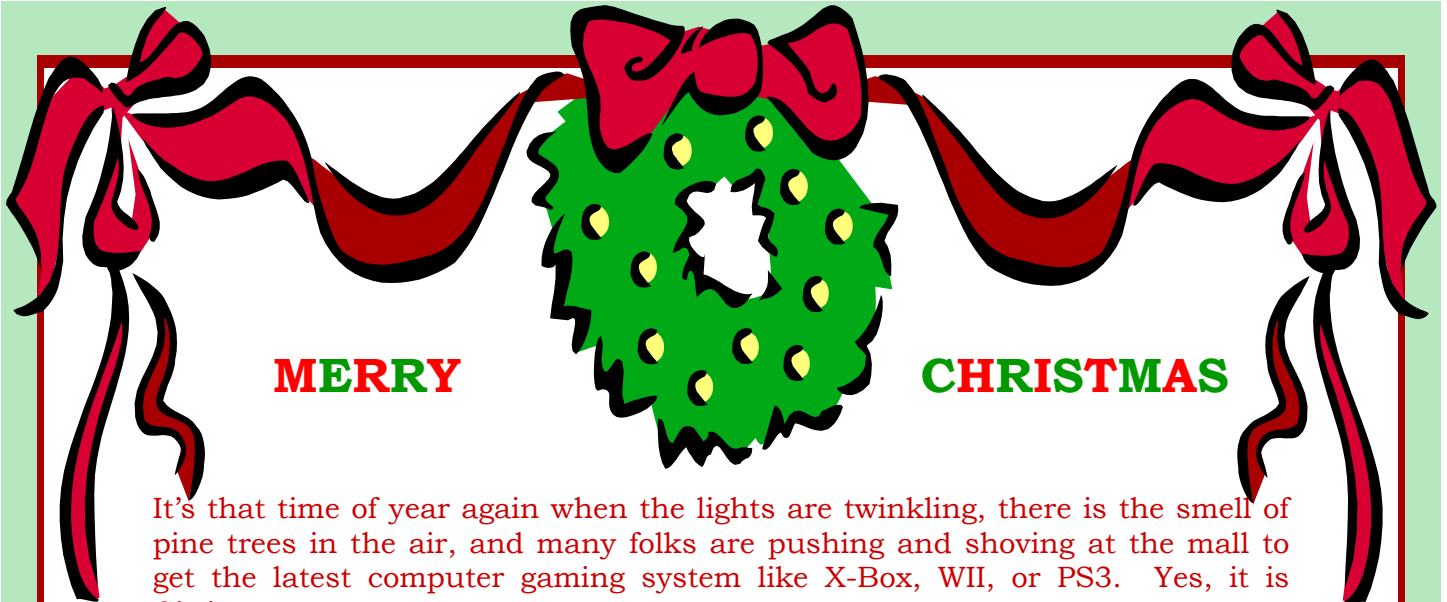
OD CONSULTING
FACILITATION SKILLS
LEAN LEARNING
TRAIN THE TRAINER

Quantum Services, Inc

300 44th Street
Grand Rapids MI 49548

616 241-3122
www.qsiteam.com

Training, Consulting
and HR Software



It's that time of year again when the lights are twinkling, there is the smell of pine trees in the air, and many folks are pushing and shoving at the mall to get the latest computer gaming system like X-Box, Wii, or PS3. Yes, it is Christmas.

We have so many special clients we need to thank for all the business you gave us during 2006. How should we do it? Let's see, Christmas is about giving. A small baby in a manger was a gift from God. The Wise men brought gold, frankincense, and myrrh. Of course, there are the many gifts from our loved ones.

So in the real spirit of Christmas, Quantum Services has decided the best gift we could give our clients is a very warm and sincere Merry Christmas and our best wishes for a prosperous 2007. In addition to our heartfelt greeting, we have decided to make a contribution on behalf of our clients to the Metro Health Foundation and the new hospital.

We hope this puts a smile on your face and brings you the joy it will bring the many people helped by Metro Health Hospital. Thank you for your business and giving us the ability to share our good fortune with others.

*Merry Christmas and Happy New Year
Fred Brown and the Quantum Team*

