

BRITISH COLUMBIA ORGANIZATION DEVELOPMENT NETWORK

Annual Report, June 22, 2006

Governance

The BCODN is governed by the BC Society Act and the BCODN Constitution and Bylaws that were filed with the Registrar of Companies at the time of the legal registration of the BC OD Network on August 10, 2004. The BCODN is also guided by the current Practices and Guidelines as posted on our website.

BCODN Directors and Board Members for 2005 - 2006

- Sheila Bouman, President
- Neil Kyle, Past President, Champion, Building Community Organizations
- Erica Groschler, Vice-President and Champion, Professional Development
- Randall MacKinnon, Secretary
- Deb Gooding, Treasurer
- Louisa Marziali, Honorary Chair of Communication
- Phyllis MacIntyre, Member Relations Chair
- Debra Lindsay, Professional Development Committee Member
- Gary Wagenheim, Professional Development Committee Member
- Lorne Blackman, Champion, VANOC
- Mark Adams, Champion, Membership Survey

Summary of the Direction for 2005 – 2006

The Board met August 12, 2005 to begin shaping the direction and priorities for BCODN for 2005 – 2006. It was a full day of getting to know each other, understanding the accomplishments and the lessons learned to date, and co-creating a foundation to guide the Board's efforts for the year. We explored elements of a vision, recommitted to the mission, and defined specific objectives and initiatives. This annual report provides a summary of our decisions, progress, and lessons.

Elements of a Vision

Through the strategic planning session, we identified elements of a vision. At a future session, we propose to engage a larger community to develop a specific vision statement for BCODN. For now, a commitment to the following has guided the organization to:

- Strengthen the valuable contribution OD can make to communities and organizations
- Elevate and mature the conversation of human development in BC
- Encourage and support improved organizational performance
- Assist OD professionals in their success

- Foster learning and development in a growing and vital community of practice
- Demonstrate expertise about business trends in BC and the OD implications

Working Mission

The Board recommitted to the following mission established in 2004/ 05 by the previous Board:

- We are strengthening our ties to the business community to fulfill our potential as a valued contributor to organizational performance and the BC community and economy.

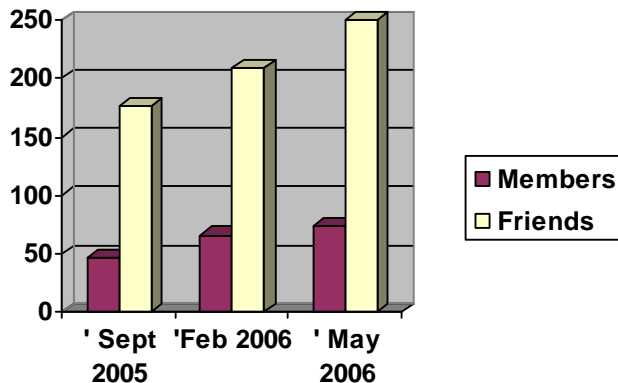
Strategic Objectives

To realize our vision and mission, the strategic objectives for 2006 were to:

- Provide focus, clarity and direction to the BCODN organization and its members
- Influence the direction and role of BC business in a changing society
- Demonstrate the contribution the OD profession can make to communities and the economy of BC

Membership Report

The programs for the year began on September 29, 2005 with a membership of 46 and a contact list (the “Friends of BCODN”) at 177. By February, the membership had increased by 47% and the year ended with 73 members and 250 “Friends”.



Membership rates continued at \$50 per year, and \$25 for students, with the following benefits:

- Free attendance at regular monthly evening meetings and presentations (\$20 charge to non-members)
- Reduced fees to register for BCODN workshops and presentations
- Membership status in a professional association with international ties
- Reduced rates for the National OD Network Conference and discounts on US national OD Network membership fee
- Networking with colleagues, meeting senior practitioners in the OD field
- Invitation to a May members’ appreciation evening

- Invitation to participate as a volunteer consultant in the Building Community Organizations initiatives
- Reduced rates at other local workshops, including with our new affiliate organization, BCCQ (British Columbia Council for Quality)
- Regular electronic newsletters or news bulletins on the web site
- Password-protected access to a membership directory.

A Corporate Membership was also implemented this year. For an annual fee of \$200, a corporation/organization can purchase three BCODN memberships that can be shared among employees. Any three employees can take advantage of the membership benefits to attend an evening session or have discounts at a workshop. Corporate membership also carries three votes at the AGM. In 2005/2006, three Lower Mainland organizations purchased corporate memberships in the BCOD Network.

An affiliate agreement was established between the British Columbia Council for Quality and BCODN on February 23, 2006. The purpose of this agreement is to:

- Reinforce the professional synergy between the disciplines of organizational development and quality improvement work
- Provide members of BCODN and BCCQ an opportunity to benefit from additional learning and an extended community through an affiliate relationship between the two organizations
- Expand the profile of BCODN and BCCQ and their respective events through communication practices at each other's regular meetings, events, and on their web sites

Membership Survey

During the planning session, it was agreed that having membership input into the Board's decisions regarding specific events would be extremely helpful to ensure that BCODN delivered what membership most valued and appreciated.

This input was garnered through an online survey with the welcomed assistance of Peter Godman from UBC. Through the fall, there were responses provided by 41 members and non-members. The full survey results are posted on BCODN's website.

In summary, respondents indicated two strong preferences regarding what they would like the Board to pay attention to as it planned and delivered specific events:

1. BCODN should sponsor professional/personal development that "challenges conventional thinking"
2. BCODN should sponsor professional/personal development that brings in guests who are engaged in effective OD type initiatives (e.g., panel discussions)

These became the Board's directional touchstones for selecting, planning, preparing and delivering the various events over the last year.

For example, to challenge conventional thinking, we organized a workshop on the stakeholder engagement processes used by BC Hydro that garnered input from citizens

across B.C. At another workshop, we heard about Stanford Hospital's bold and innovative approaches to driving transformation in health care.

To learn from those involved in ineffective OD work, we were graced with the experience and presentations from Matt MacEachern, Lisa Ryan, Mark Adams, Nancy McKay, Dick and Emily Axelrod, and Steve Cato.

Professional Development Committee Report

Committee Overview

The Professional Development Committee included the following members:

- Project Champion: Erica Groschler
- Members: Debra Lindsay, Gary Wagenheim

The mission, "we are strengthening our ties to the business community to fulfill our potential as a valued contributor to organizational performance and the B.C. community and economy" guided the BCODN board and Professional Development Committee. The Professional Development Committee organized events for the year with topics that featured a wide range of practical Organizational Development tools, techniques, and concepts that were appealing to our members and the business community.

2005-2006 Accomplishments

- Created a planning checklist to guide the planning, organizing, and delivery of programs and streamline program delivery
- Created a program evaluation form
- The year's calendar was 80% complete and made available by October 2005
- Created a standard fee schedule for workshops: member, non-member, and students rates
- Identified a facility in for BCODN workshops in Richmond, compliments of the Ministry of Human Resources Learning Centre.
- Garnered continued support from the City of Vancouver through the provision of complimentary space BCODN workshop events
- Delivered three events in partnership with business: one in November on change management with Fraser Health Authority – Dick & Emily Axelrod; one on transformation in health care in January with Vancouver Coastal Health with Sridhar Seshadri, VP Process Excellence of Stanford University; and one on stakeholder engagement in June with David Facey of BC Hydro and team
- Co-hosted an executive roundtable involving members of our executive business community to engage in a dialogue related to their core business issues (Health Authorities re: process improvement initiatives)
- Developed a robust program offering a wide-range of Organization Development topics consisting of: five evening sessions; two half-day workshops; and one full day workshop
- Implemented an on-line registration system (SPORG) that enables participants to register and pay online for workshops and memberships
- Pre-scheduled a full day workshop on October 14 on the Human Element at Work, thereby allowing the next year to start with some programming already in place.

Fees

The standard fees for workshops are as follows:

- Half-day sessions - \$75 for members, \$95 for non-members, and \$25 for students
- Full day sessions - \$150 for members, \$195 for non-members, and \$40 for students
- Evening session – free for members, \$20 for non-members, and \$10 for students

2005-2006 Programs Delivered

Detailed information for each topic can be found at: <http://www.bcodn.org/events.html>

DATE	TOPIC	PRESENTER	LOCATION
Sept 29/05	Shifting Your Client's Relationship With You	Monjie Llorente	Vancouver City Hall
Oct 27/05	Big Change at Best Buy Canada	Lisa Ryan, Best Buy Canada	Vancouver City Hall
Nov 1/05	Changing the Way We Do Change	Dick & Emily Axelrod	Sheraton Guilford Hotel Surrey
Nov 24/05	Strategic Leadership	Matt MacEachern BC Lottery	Vancouver City Hall
Jan 12/06	Health Care Change and Improvement	Sridhar Seshadri, VP Process Excellence Stanford Hospital	Vancouver General Hospital
Feb 4/06	Appreciative Inquiry	Steve Cato, Ph.D. Moss Bay Consulting	Richmond
Feb 23/06	Managing Your Strategic Workforce Capabilities	Mark Adams, Calam Holdings Corporation	Vancouver City Hall
Feb 25/06	Strategic Leadership	Nancy McKay, Ph. D. Inspire Action International, Inc.	Richmond
May 18/06	Members' Appreciation Evening	Board-led	Sheila Bouman's home
June 22/06	Stakeholder Engagement – Linking People and Business	David Facey, BC Hydro Michael Cheveldave	SFU Segal Graduate School
June 22/06	AGM		SFU Segal Graduate School

Secretary's Report

2005 Handover Business Completed

- Confirmed with the registrar that we are not a reporting society (please confirm)
- Filed the 2005 annual report (with the registrar within 30 days of the AGM)
- Filed? a copy of the special resolution that we passed with the registrar
- Filed a notice of change in directors (Form 7) (mailing address, \$15)
- Provided notice of a change in address for the mailing address to new Secretary

Revised Bylaws

As a result of discussions by Board members from the spring through to the fall of 2005 concerning issues related to the AGM, finances and Board decision-making, it was deemed necessary to clarify and revise some of the BCODN Bylaws. The BCODN Bylaws provide clarity to the Board, Executive and Membership concerning the formal and informal rules that guide the BCODN in effectively and legally managing its affairs as a professional society.

Changes to the bylaws were proposed to the following parts of the current bylaws:

- Part 2 – Membership, Section 6
- Part 3 – Meetings of Members, Section 13
- Part 4 – Proceedings at General Meetings, Section 22
- Part 5 – Directors and Officers, Sections 25, 26, and 29
- Part 6 – Proceedings of Directors, Sections 31 and 39
- Part 7 – Duties of Officers, Sections 40, 41, 46, 47 and 48

These changes were reviewed and accepted by members on May 18, 2006 and were filed with the Society Act on...??

Treasurer's Report

Treasurer's Report B.C.O.D. Network Budget: 2005/2006

Retained earnings (money from Steering Committee 2004/2005)	\$11,532.00
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Statement of Income & Expenses June 1, 2005 – May 31, 2006

INCOME

Membership fees- (June 05 - May 06)	2950.00
Drop in fees (4 evening sessions: Sept, Oct, Nov, Feb.)	80.00

Workshop fees (4 events):

June 05 – C. Baum, L. Blackman- Successful Change begins with results/AGM	2800.00
Nov. 05 - Dick Axelrod, Changing the way we change org.- no fee for members	-
Jan. 06. - Sridhar Seshardri, Health Care Change & Improvement	3300.00
Feb. 06 - Steve Cato, Appreciative Inquiry	2345.00
May 06 - Dr. Nancy McKay (not included)	225.00

Interest on 90 day term investment	51.82
Sporg \$100.00 credit	100.00

Total income	\$11,851.82
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EXPENSES

Website maintenance fees April 05- May 06 (domain renewal)	3772.75
Sporg on-line registration –start-up	319.93
Steering committee planning session	441.26

Workshop expenses (incl. presenter fee, room rental, catering)

June 05 Charlie Baum, Lorne Blackman/AGM (photocopying)	2948.00
Nov. 05 Dick Axelrod	386.48
Jan. 06 Sridhar Seshardri	579.00
Feb. 06 Steve Cato	2408.69
May. 06 Nancy MacKay	1123.50

Monthly meeting session /member appreciation expenses

Catering / food	864.07
Admin - (photocopying, markers, name tags, etc.)	40.91
BCO - room rental / parking (Nov. 2005)	52.80
BCCQ conference- table sponsor	300.00
Admin. (stamps, envelopes, gift for accountant)	96.82

Total expenses **\$12,902.20**

BCOD Network's balance as of May 31, 2006 **\$14,464.58**

Reid Fraser from Colin Fraser Financial Services continues to be our accountant. The year-end financials were submitted in May to align with the end of our fiscal year on April 30.

BUILDING COMMUNITY ORGANIZATIONS (BCO)

“Keepers of the Flame”: Kay Kobayashi, Neil Kyle, Marilu Mayuga, Sonya Randle

BCO Vision

- The BCO group makes a difference. They transfer skills, knowledge and perspective to their clients.
- The BCO group creates value for the community.

BCO Mission Statement

The BCO group creates a difference by working with non-profit clients to build community organizations, by:

- Supporting non-profit clients to achieve their vision so they are better able to service their clients and community.
- Facilitating collaborative learning to enhance OD practices and capabilities, and the transfer of increased learning and these capabilities to the client.

Description of the BCO Initiative

The BCO initiative is a mentorship program for emerging practitioners of Organizational Development (OD). Under this program, emerging OD practitioners volunteer to work on organizational issues with non-profit client organizations in the Lower Mainland. Their work is shadowed and led by a senior consultant(s) who provides them with coaching and mentoring as they work collaboratively with the non-profit client generally on 2 – 4 month long projects. Their backgrounds range from students of Organizational Development programs to professionals in related fields who are making a career change. The senior consultants have at least 10-15 years of Organizational Development experience.

The consulting team of emerging OD practitioners meets with members of the non-profit client organization to appraise the situation, assess the needs to be addressed and discuss the general parameters of the project. The consulting team then meets as needed with the client to further clarify the issues and make recommendations for future action. The senior consultant works closely with the consulting team at each stage in the process as the project progresses and contacts the client for information only, leaving the consulting to the volunteer team.

Building Community Organizations Projects in 2005/06

In 2004/05, the BCO initiative had significant difficulty in recruiting appropriate clients. We had two major, mass marketing and RFP-style attempts to solicit potential clients from non-profit organizations. Both attempts yielded very little results. Consequently, we undertook an overall review of the program and in particular, our marketing strategy. As a result, we have switched our marketing strategy to a referral-based approach, speaking with potential clients in person to build a relationship and to explore their needs and suitability. This approach has been much more effective.

We have had three successful initiatives this year. The first initiative involved facilitating the co-location of two agencies, and the potential for partnering four agencies into an alliance. People associated with each of the four organizations made commitments to develop action plans with timelines. To date, much of the commitments stemming from this process have been successfully completed. The feedback received from the participants was very positive. A report on this project will be posted on the BCODN website in the near future.

The second project was with an agency that provides services to children and families dealing with a serious illness. This project was somewhat unusual in that the mentor and the two project consultants were all members of the BCODN Board. The volunteer consultants held a very successful planning session with the Board of the non-profit organization.

The third initiative was with an international, business oriented non-profit organization. This project involved the facilitation of a strategic planning session for the members and executive of the organization in early June.

Overall, the BCO has had a very successful year and has met the goals that it established for 2005/06.

BCODN Marketing and Communications

Objective

- Develop a more consistent look and feel to communication materials
- Develop functionality and usability of website
- Develop a mechanism to promote BCODN, its partner organizations, and other OD related events

Results

This year saw the creation and implementation of the BCODN Express e-newsletter to communicate with members and other users on a monthly basis. The BCODN Express maintains a consistent look and feel and includes high-level information regarding upcoming events, career opportunities, highlights of past events, and other BCODN-related information. The e-newsletter contains links to the BCODN website to provide ease of use in researching and/or registering for an event.

Partner organizations, such as the BCCQ, were also able to submit event information that may be of interest to BCODN members. We were pleased to be able to expand our offerings by promoting the efforts of these partner organizations.

In addition to the monthly newsletter, BCODN announcements regarding last minute registrations and other time sensitive information were distributed via the list serve.

The Communications Chair and other members of the Board working with a professional web developer ensured the BCODN website was kept current, functional, and easy to use.

Future Considerations

Our goal is develop a comprehensive marketing and communications strategy that addresses the management of the BCODN, as well as the needs of its members and stakeholders. Specifically, we would like to:

- Develop BCODN internal/external communication strategies
- Develop expertise in the effective use of marketing and communication technology as an NFP organization
- Generate greater recognition and awareness of the role of OD in BC's public and private businesses
- Develop the website to include OD-related tools and materials (i.e. book reviews), and current career opportunities

The decisions and actions of this past year, and the strategy being developed for next year, will further enable us to deliver on our role as a resource that supports our membership in maximizing their effectiveness.

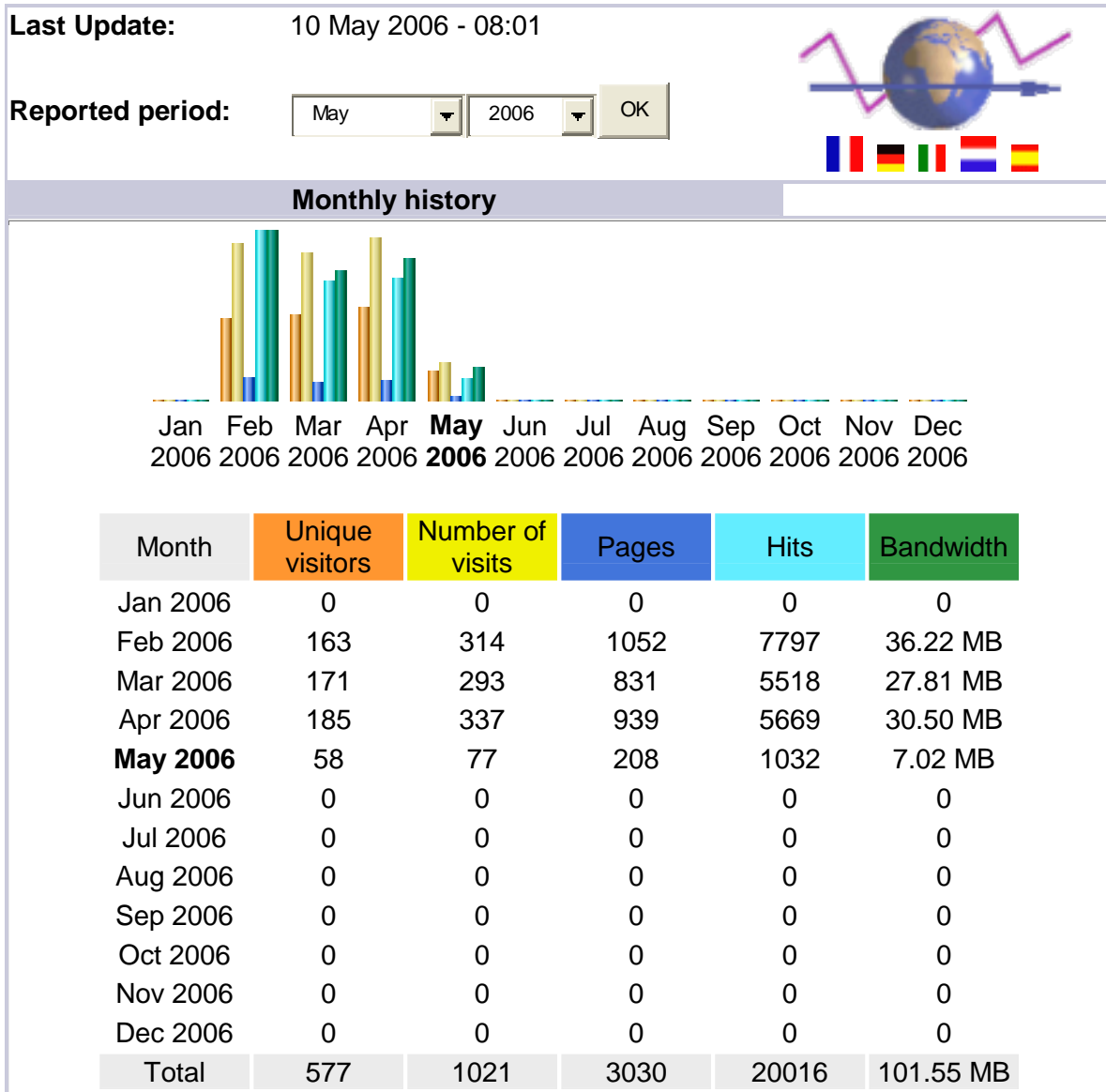
Web Activity Statistics

Shelly Watson continues to be the web master for BCODN.

Based on the statistics generated on May 10, 2006, the BCODN website continues to be actively used. However, the activity appears to be lower than last year. That could be as a result of the increased email communication sent through the e-list as well as the advance posting of the full program calendar in September.

The statistics also show interest and activity from countries like United States, Norway, Germany, China, Taiwan, Korea, and Costa Rica.

There are no statistics available before February as the site was moved by the webmaster to a new service.



Other Initiatives Considered

There were three other initiatives considered this year that we want to acknowledge and learn from.

1. In August, we set a goal to demonstrate knowledge leadership with business this year.?? Specifically, we wanted to create a paper on business challenge trends and how OD can respond, as well as publish two articles on organizational trends in the B.C. economy. Although this initiative did not move forward as intended, BCODN was profiled in the winter edition of PeopleTalk's publication through an interview and cover-photo of this year's president.
2. The Board identified an opportunity to connect with the Vancouver Olympic Committee (VanOC), offering to establish a deliberate relationship between them and our members so that BCODN might be a resource for them for the Olympics. We believe our members' skills could be an asset to VanOC – for example, by applying our OD skills to develop high performing volunteer groups. We forwarded a letter to Donna Wilson, VP of VanOC, with an offer to meet and explore this idea. She was interested, but said that it is too early for VanOC to consider this suggestion.
3. This year, we hosted a Member Appreciation event as a way to encourage networking between members, but also as a way to say thanks for ongoing support and involvement. It was a catered evening designed to be engaging and intimate. To make it intimate, we held it at Sheila Bouman's home and limited the participation to members only, with about 25 members in attendance. To foster engagement, Louisa facilitated a World Café to stimulate conversation on what is OD and how BCODN can best serve the OD profession. The themes that surfaced suggested that we need to use the BCODN to foster learning and support between OD professionals, and to expand the community work associated with BCODN. The outcomes will be shared with next year's Board.

Future Considerations for BCODN

Based on our experience this year, and feedback from members, we end the year with the following future considerations for next year's Board:

- Lead an engaging process to develop a clearer vision and core purpose for BCODN. Consider establishing a design committee that can learn from each other as they design, plan, and facilitate a visioning process. Consider inviting Helen Lingham and other OD professionals to share their lessons from leading visioning and large conference style processes
- Build on the momentum started with the health care session, expanding the level of involvement of health care change agents. Consider inviting Being First in to deliver a workshop. Also consider establishing a regular peer-to-peer learning community for these professionals
- Recruit and support developing OD professionals by establishing a relationship with post-secondary program students, providing more resources on the website on workshops, tools/techniques, and a mentors' list

- Expand the promotion of the good work of the BCODN – as a means for developing professional skills of the volunteer consultants, as well as a way to contribute to the health of the communities we live in
- Recommit to establishing an OD learning group for executives with OD responsibilities or interests
- Continue to streamline the operations of the BCODN, involving more volunteers, documenting and providing stronger Board orientation processes, and developing collateral that can be used to communicate the organization's purpose and offerings
- Continue to develop partnerships with business, demonstrating the valuable contribution that organization development makes to business performance
- Nurture and expand the affiliate relationship with BCCQ, building on the brainstorming that occurred this year between BCCQ, ASQI, and BCODN. Look at cross-marketing events and offerings, co-hosting breakfasts or evening meetings, cost sharing for events or resources, and developing a shared speakers' list
- Invite organizations like HRMA and ISPI to formalize an affiliate agreement with BCODN

Closing Thoughts from our Secretary

It was a source of challenge and satisfaction for me to serve on the Board in the capacity of Secretary. Our organization was only two years old when we were elected last June and we were aware that it was necessary for us to tailor our plans and our designs to meet the needs, resources and talents of our current and potential membership.

We started with a Strategic Planning day in August, and developed program priorities and directions. A prime focus of the Board clearly was the continuation of evening and day programs for members and others. A tentative year's program schedule was developed early in the year and a great deal of the Board's energy and focus was spent planning, adjusting and publicizing it. As Secretary, I helped the President with the minutes as necessary and worked with the Past President to optimize and update the Bylaws and policies. This resulted in the members approving changes in the Bylaws on May 18.

Most of the Board pitched in and contributed actively throughout the year. My hope is that we can involve a few more members as volunteers in a few more activities / committees and ward off the potential of that dreaded "Executive Burnout". The Board is well situated for some more participative planning and dynamic dreaming that we engaged in at the World Cafe at the President's place. May BCODN not only be the best organizational bargain in town, but also the best organization!