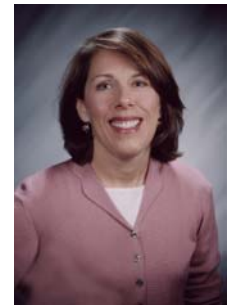


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- **Enterprise Performance Management Study – Finding #1 - Process Breeds Success**

WORK OUGHT TO BE MORE LIKE HALLOWEEN

By Carol Bergeron



I have many fond memories of Halloween and as a kid ranked it as **the** best holiday! Why? Because it was filled with anticipation and got your creative juices flowing. It left you with a great sense of accomplishment. After all back then we made costumes rather than ordering them off the internet. So while the magic of Halloween is event driven, the fun starts while contemplating costumes and doesn't end until after you have consumed every last morsel of candy. See if these attributes resonate with you and could be replicated in your business world.

1. Get inspired and visualize success

It's not until that little voice inside you declares "I am going to have the best costume ever this year" that a true commitment is made. Couple that with a vision like "my costume will make the grim reaper's blood curdle" and you've mustered up some unbridled inspiration.

2. Scan and get creative

You could start with an environmental scan. What's out there? What's new and different? What's been done before? What's hot? What's not? What new twist could you add to an oldie but goodie? Or you could jump right into the design phase without fear of being influenced by common approaches. Casual conversation with trusted souls may instigate extraordinary ideas. It gets the people around you pumped too. It may even prompt them to get imaginative with their plans for a costume, haunted home decorations or the sugar concoctions dispensed to those ghoulish trick or treaters.

3. Get the job done through team work

Once you have a goal then you need an overall game plan. Get your cast of ghosts and mere mortals on board early so you can benefit from their thinking in the planning phase and their contributions when executing. Check in with folks on the best sources for the musty old materials you'll need and buy them early since great Halloween garb goes fast. Then just do it: cut, sew, glue, paint, etc. If you're lucky you'll organize tasks so as to benefit from the unique skill set of each person on your team. For instance, I recall enlisting Mom, since she was a great procurement specialist who can drive too, and Dad, who insisted on affixing all art work to the house.

4. Celebrate and enjoy the big day

Untimely, very cold and drizzly weather, resulting in having to wear an oversized parka under your masterpiece, could put a damper on things but not for long. Then the nail-biting festivities begin. What could be finer than stepping out in the shadows of the night wearing the scariest costume this side of the Mississippi? While you're at it, take in all the other amazing creations and blazing jack-o-lanterns as you collect and chow down on your favorite confections. Admire the handy work of the kids nifty enough to TP the houses vacated for the evening (that's just not right). And it is as true today as it was back then, haunted houses and full sized candy bars rule!

5. Let the negotiations begin

Many of you know I come from a large family. How many? 8, yes 8 kids and I fall smack in the middle of the pack. Due to the wide age span not all of us were trick or treaters at any one point in time. But we usually had a large enough posse to assemble each Halloween night. While the wicks of the candles in the pumpkins grew dim our kitchen table transformed into ghost story and trade center central. There is nothing like negotiating and trading with the sibs. It usually went well provided there was a good mix of chocolates and other types of

candy (which I am not all that familiar with). And when the mix was skewed three-way trading became the norm (we played Monopoly that way too). Trading and negotiating continued each day with friends in the school cafeteria until every last morsel of candy was consumed.

6. Savor the haunted Halloween happenings

Like any great experience, chilling Halloween memories live on long after the event itself through reflection and of course conversation. So share those ghost stories and before you know it the cycle will begin again.

Haunted Halloween to you all!

ENTERPRISE PERFORMANCE MANAGEMENT STUDY

Finding #1: Process Breeds Success

Nearly 80% of Top Performing organizations generate better results by using a more formal process to manage performance of the enterprise. These organizations met most of their strategic goals in the categories of finance, customer and core processes / operations.

Bergeron Associates and Insight Management Group conducted a study on Enterprise Performance Management. The study probed practices used and their effectiveness in managing enterprise-wide performance and aligning the workforce and large projects to the strategic goals of the organization. Over 100 executives representing over 20 states participated through an on-line survey or one-on-one in-depth interview.

UPCOMING EVENTS & INTERESTING RESOURCES

2006 Schedule for Educational Workshops at www.bergeronassociates.com/calendar.htm.

Employee Value Proposition Gains Clout Among Executives

Carol Bergeron is speaking at the Senior Executive Networking Group, New England, Rebecca's Cafe, Burlington, MA, Friday, November 3, 2006.

Resource for Workforce Effectiveness Information

Articles and electronic newsletters filled with practical tips on how to enhance the performance of people and organizations. Explore our publications: www.bergeronassociates.com/publications.htm

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