



John Baker

The Invisible Side of Performance

About John Baker: John Baker has been a member of the Vancouver OD community for the last 25 years. His firm, [Shift Consulting](#), is celebrating 20 years of developing people, teams, and organizations. Employing a communications-based methodology, he is adept at moving groups from talking at each other to thinking together to achieve unprecedented results.

John's experience includes: Working with forest companies, local environment groups and government ministries to replace clear-cutting with ecologically and economically sustainable harvesting alternatives. Assisting the Vancouver Aquarium in the difficult decision to abandon the established practice of exhibiting killer whales while sustaining its financial success. Engaging union and management representatives in collaborative approaches to accomplish unprecedented reductions in the number of accidents in the workplace.

John embraces a vision of work in which people, teams and organizations are freely and enthusiastically taking responsibility for the whole of which they are uniquely an autonomous part. This operating philosophy, called Responsible Freedom, shapes his approach to developing people, teams and organizations.

About The Invisible Side of Performance: Ever notice yourself in a habitual pattern of communication that never moves anything forward? Often this is a "felt" experience in which you can feel something is amiss without being able to pinpoint what's keeping you stuck. At other times you may witness groups that get themselves stuck and you're left wondering how to intervene, if at all.

Using actual cases, this workshop will reveal some of the underlying dynamics inhibiting group performance. Gain insights into making invisible factors visible for yourself and the groups you serve.

Time & Venue: Tuesday, Sept. 9, 5:30-8:00 p.m., at the Plaza 500 Hotel, 500 West 12th Ave., Vancouver (SW corner of 12th & Cambie, enter parking from 12th). **Light dinner provided**, 5:30-6 p.m. More networking time at approx. 7:45.

To register, call ISPI Voice Mail, **604-878-3484**, or email Margy.Hayden@ICBC.com, subject "ISPI Sept. 9," by Sept. 5. **Guests \$20** cash or cheque. **Members free**.

If you register but become unable to attend, please inform us in the same way.