

The Compass

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MODEL-NETICS PLAYBOOK

Harold S. Hook



Model-Netics: "A Good Investment?"

Is Model-Netics a good investment for an individual and for an organization? In this column we engage this question and outline some of the basic reasoning to support our answer "Yes".

Program Categories. Education and training programs in organizations can be divided into three categories: compliance, skill-building, and developmental. All are undertaken to improve operating results. Compliance programs are often legally required, but the idea is to improve operating results by avoiding problems. Skill-building programs are undertaken to improve operating results by improving individual performance levels. The case for Model-Netics and other development programs is more complicated to make, because the problem is more complicated.

Key Factors. We will focus on three key factors that support the case for Model-Netics: decision making, communication, and leverage.

Decision Making. Managers take action by making five kinds of decisions (Main Event Compass, Model 69) and these decisions are based on four interrelated factors: facts, experience, policy and intuition (Decision Diamond, Model 31). It's fairly easy to establish that Model-Netics affects each of these bases of decision, but how does that lead to better decisions? One important answer to this question is the ability to better understand problems through the comprehensive scope of Model-Netics. Better understanding of the

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Why you should make time to teach Model-Netics.

-- A conversation with Commander
Norm Andrade - Merced Police
Department.



Picture the scene at a busy police department in the early morning hours. Haven't we all seen this depicted in TV shows and movies many times? It goes something like this: lots of hustle & bustle, roll calls, eager discussions regarding high priority criminal investigations, detectives, patrolmen, sergeants, a fair dose of stress laced with camaraderie, strong coffee, and, dare we mention – doughnuts??? These are likely the images conjured up when we think about a law enforcement organization. It is not very likely, however, that the first thing that comes to mind is an early morning Model-Netics class. Yet, this is the case at the City of Merced Police Department in Merced, California.

**"When one teaches,
two learn."
- Anonymous**

Universal Application. We have long stated that the application of Model-Netics as a management development program and an organizational language is widespread. The proof is in the pudding—organizations, large and small, from both the private and public sectors look to the

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**Model-Netics:
A good
investment
for both
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and
organizations.**

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Get Back on Target with Model-Netics Recertification

When time is scarce and plates are full, there might be a tendency to think that teaching the models is not in the cards. However, we would argue that teaching the models is the best way to keep them fresh and current. In fact, the busiest people tend to derive the most benefit from serving as an instructor.

Being recertified as a Model-Netics Instructor is a great way to stay on target by maintaining the models' influence in your business and personal lives.



Recertification highlights include:

- Instructor preparation tools
- Interactive review of model content
- Discussion of installation and training strategies
- Review of program enhancements to support Model-Netics training

Recertification can be conducted at our offices in Houston, TX or onsite at your organization.

For more information about recertification, contact us at 713-831-8605 or info@maineventmanagement.com

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problem leads to better decision making. The second contributor is the ability to retrieve information from long-term memory for real-time decision making. Management is a real-time activity, where every decision changes the decision framework in the next moment in time.

Experience is a dominant influence on decision making. It is an accepted psychological principle that “what we know and don’t know we know, controls our behavior.” This principle is based on the idea that in order for us to function in real time, most of our experience must be stored in our subconscious, that is, below the conscious level. Model-Netics has proven to be an important tool for organizing this critical and valuable resource for real-time use.

Communication. How does the communication feature of Model-Netics influence operating results?

It goes back to the definition of management as: “The accomplishment of predetermined objectives through others.” The “through others” aspect of management requires effective and efficient communication. There are many problems in communication, but only two solutions: one is to engage in extensive feedback between the sender and the receiver; the other is to establish preagreement between the sender and receiver about the meaning of the message elements. The nature of the model-based design of Model-Netics makes it an ideal vehicle for establishing this preagreement on core management knowledge, concepts and ideas. Model-Netics functions as a common management language, and with the high mobility of personnel and globalization – this is a major benefit.

Leverage. The basic idea of leverage deals with the relationship between inputs and outputs. For example,

the communication feature in Model-Netics is a critical by-product of the comprehensive model design of Model-Netics. This adds to the value and utility of Model-Netics – an example of leverage. The stability of Model-Netics adds additional leverage. Fads come and go in management development, but Model-Netics has stood the “test of time.” The ability to stick with one program over time improves the cost- benefit relationship – another example of added leverage.

Summary. We believe improved decision making, more effective and efficient communications and positive leverage support the conclusion that Model-Netics is a good investment for both individuals and organizations.

HSH

Harold S. Hook is the Founder and President of Main Event Management Corporation and the creator of Model-Netics.

Model-Netics program to serve as a system of management tools to guide their internal practices and procedures. The beauty of the models is that they help you go “up and down the ladder,” or stated otherwise, to look at the big picture and plan the smallest of details. Gone is the notion that Model-Netics only makes sense in your traditional multilevel corporate environments--the models can help you conduct the activity of management in a multitude of alternate settings. Management, after all, is management.

The Merced Connection. In 2006, Russ Thomas, City of Merced Chief of Police, a certified Model-Netics instructor, had the foresight to send one of his best and brightest, Commander Norm Andrade, to the Model-Netics Instructor Training Program (ITP) to add to his instructor staff. Norm, whose background includes about 19 years in law enforcement, agreed that the police department would benefit from the application of sound management principles. At a time when the department was in a financial position to hire more staff, the models became an integral part of shaping the culture of the organization. “We were at a crossroads. This was a good time to change the culture with a philosophy that people could actually understand and use. This gives our officers an opportunity to grow within the organization, and this is also a key part of our succession plan. Until now, everyone was responsible for his own self-development. Now everyone in the department will be trained in Model-Netics.”

Norm is enthusiastic about the implementation of the Model-Netics program and the effect he already sees in the police

department. “Model-Netics is spreading rapidly. When we have meetings, we talk in terms of Model-Netics. We use it when we’re discussing training, transferring, even terminations...it’s so useful. The Chief had 12 years of experience in teaching Model-Netics, and it’s a part of him. The people here are

now buying in.”

A Personal Perspective. When asked why he would take the time out of his busy schedule to go through the Model-Netics Instructor Training Program and teach a class, Norm explained the benefit to him. “It was worth it personally; it brought a deeper understanding of the models.” Norm feels so strongly about the usefulness of Model-Netics that he takes hours of his own time to prepare to teach each session. “I take the time to give the participants the best possible information. They deserve to get the most that they can.”

If you are a busy manager who thinks you don’t have time to teach Model-Netics, the truth is that you probably can’t afford not to teach the class. The several thousand executives who have taken the time to attend our quarterly instructor training program would agree that teaching the models takes your understanding and use of these best practices to a whole new level—it can be the difference between working hard and working smart. Just ask Commander Norm Andrade!

“This gives our officers an opportunity to grow within the organization.”

Cmdr. Norm Andrade
Merced Police Dept.



*“A teacher affects eternity;
he can never tell
where his influence stops.”*
- Henry Adams

For more information regarding the Model-Netics Program, please contact us at 713-831-8605 or visit our web site at www.maineventmanagement.com.

Calendar of Events

Model-Netics Instructor Training Program

September 10 - 12, 2007
December 3 - 5, 2007

Model-Netics Recertification Seminar

September 13 - 14, 2007
December 6 - 7, 2007

Model-Netics ITP Reflections

**Model-Netics Instructor
Training Program (ITP)
Graduation Luncheon
June 6, 2007**

The Model-Netics Instructor Training Program (ITP) was held on June 4-6, 2007 in Houston, Texas. Listed below are the 12 sponsoring organizations from 8 states and one from South Africa.

*All About Staffing, Inc.
American General Financial Services
Analytical Services, Inc.
City of Houston Airport System
HCA Physician Services
Jack Henry & Associates, Inc.
Living Hope Community Center
Raydon Corporation
Sacramento County
Sacramento County Airport System
University of Missouri - St. Louis*

Jesus Saenz, Assistant Director of Administration, Customer Service, Houston Airport System (HAS) spoke as a representative of the Part I ITP class. Jesus shared that Model-Netics has become an institutionalized part of HAS, now the sixth largest airport

**Reflecting on
his ITP experience,
"We have one more tool,
and we will never
live the same."**

system in the world. With the common language offered by Model-Netics, Jesus stated that the airport system is constantly moving forward. "I think a lot of it is a reflection of the embedment of Model-Netics into our organization. [HAS Management] opened the hood and said, 'hey, we need this program'."

John Thomas (2886), Senior Pastor, Fish Hoke Baptist Church and Founder & Chairman of Living Hope Community Center (Cape Town, South Africa) spoke on behalf of the graduating instructors.

Grow in Knowledge



While John defines himself as a Church leader, he was quick to highlight "we are a business and you've got to run the thing right. We are not there to make profits, but mostly to change peoples' lives." In six years, John's organization, which serves as an HIV & AIDS ministry, has grown to 176 employees. "I've learned to keep learning, I learned to keep living, I learned that living and learning go together and the moment you stop learning, you

**John characterized
his experience at ITP
as having "embarked
on another lifetime
journey".**

stop living and then your organization can't grow."

**For more information about
Model-Netics Instructor Training, visit
www.maineventmanagement.com**