

### Organizational Diplomacy

Roberta Streimer presented a fresh perspective for students to grasp the world of the sole proprietor, of being in business for the self. She has enjoyed 25 years of success pioneering opportunities to make a difference in the instructional/organizational development training/consulting industry as owner of her own consulting practice strategically titled "Organizational Diplomacy". Her offers include strategic change around "business as usual" concepts that keep corporations afloat in a time of economic despair; assessments that provide objective solutions to internal problems that occur during change; strategies and tactics that ensure viability of the culture; and facilitated discussions bringing forth actionable plans, including well defined roles and accountability structures mediated in the resolution of the inevitable conflicts caused by change itself.

Roberta is calm, confident, and listens well. She speaks with an authority that comes with experience. Her deep through line historically tracks and promotes her ability to be a trusted council. She is team. She can speak to all levels of the organization, hear the negatives and turn them into constructive options for managers and leaders whose interest focuses most on return on investment: the bottom line.

The lovely part about Roberta's job is that she is in relationships, using relationship patterned communication styles with those for whom she is accountable, instead of the familiar deference patterned communications styles mostly perpetrated within management/employee workplaces. She is equal as contractor with her colleagues and clients. She is the expert, so she has a voice that is listened to and she searches for what it is that will make the client happy.

This in itself lifts a huge burden off of the trainer, who if employed would stand the chance of being trampled by internal authority inside of a hierarchy that would never be able to do any good due to culture, politics, and games people play with power. Much of what John Darling suggested happens around management's suppression of change would diminish Roberta's possibilities for the kind of work she can do as an outside contractor, if she were employed.

I enjoyed Roberta very much. I was pleased to be introduced to another entrepreneur in action in this new world I am about to enter. I am not a mediator. I am more a provocateur, than a peacemaker. I like to make meaning and create something from nothing, to introduce surprise and inspire delight, work through paradoxes to produce unpredictable results. I see myself as more

of a synthesizer. As she spoke, I was envisioning the possibilities for training Google employees to be innovative sales agents for change in a world desperate to find work solutions for its unemployed, and to invent innovative online learning to train the millions left out to be empowered toward self regulatory practices that produce personal income. And have America's treasury restored by happy independent taxpayers who don't shrink at their opportunity to give back.

What is the possibility of a Google department of entrepreneurial training as a profit center? Why not? They are the ones doing the human experiments on agility in any practice, idea creation inside of any problems, and finding solutions from a diverse and not necessarily prepared in-house staff. They seem to be the ones with the resources, the creativity, the courage and the fame to help me to knock out poverty in one fell swoop: start entrepreneurship and business ownership training early, and introduce late when necessary. America was built on independence. People like Roberta are only rare because the road less traveled is not on the "best companies to get hired at" list. People just need some skills, some courage, and the integrity required to deliver. And then they taste freedom. Once you have a bite, it is really hard to defer to anything else.

**References:** PowerPoint presentation; Roberta's brochure; notes