

Joseph J. Lacroix. Joe is the founder and president of LTI, a classical organization development software and literature authoring firm serving major international clients with *CapacityWare*[™] Change Management System products and services. He is also a principal at *Quality of WorkLife Consultants* in Newport News serving Hampton Roads. Lacroix is a retired Army officer who headed a worldwide organization effectiveness program within his now-civilian specialty of cultural capacity development.



Joe is an author and consultant living in Newport News, Virginia. He has engaged in classical organization development work since 1976 while on military duty as a Lieutenant Colonel (retired in 1992) in Washington, DC, on loan to a civilian agency. His personal self-selected discipline for over 29 years has been an investigation into the domain of organization culture and the capacity yield from the workforce in those cultures. He has perfected a way of accurately measuring capacity as the essential prelude to change.

Lacroix has consulted in forty-six states and territories on issues that focus on cultural capacity. The *CapacityWare*[™] software and literature is in use internationally to assist with cultural measurements. He has been a two-term president of the local American Society of Training and Development (ASTD) Chapter, and lectured on this topic with ASTD, Society for Human Resource Management, International Society for Performance Instruction, and other civic organizations. He has presented at international quality conferences for the Air Force, and conducted special interest presentations for the Organization Development Network.

As an author, Lacroix has written articles for local news publications, the Army Trainer magazine, and has been interviewed as an expert by local ABC affiliate TV station on the topic of "Violence in the Workplace." Lacroix has served the regional business publication, Inside Business as a Judge for the annual "Best Quality of WorkLife Organizations in Hampton Roads" for the last three consecutive years. His company operates three web sites and he is the primary author for all materials available on those sites: ltodi.com, qwlci.com, and qualityofworklife.com. Lacroix has also been identified as an expert in this field and has served as a Book Reviewer for the Project Management Institute.

The largest single literary contribution to date has been the authoring and self-publication of a series of 5 organization development manuals used by associates and client organizations to help make improvements in their organization's culture and capacity. Additionally, web resources round out those literature pieces that are always subject to improvements - workshop agendas, for example.

The Organizational Change System - Client Technology Library has been foundational to all workshop designs and consulting engagements since 1985. The system is currently in use with independent consultants and internal organization developers across the mid-Atlantic Region and beyond. Lacroix has been the lead facilitator for over two decades in Team Facilitation training.