The Organizational Development & Engagement (ODE) area of Human Resources provides learning and development opportunities to promote employee engagement. ODE staff aim to help create a productive and successful organization that uses best practices to attract, develop and retain employees.

Upcoming Live Sessions via Zoom

There is no time like the present to participate in professional development! ODE offers a variety of virtual professional development options such as the Live Training Via Zoom. Our live Zoom training gives you an opportunity to interact with the presenter and participants in real time. Please see our upcoming Live Trainings Via Zoom below:

**Emotional Intelligence**
*When:* Thursday, July 2, 2020 • 10:00 AM – 11:30 AM

**De-escalation Techniques: How to Communicate Effectively With Upset People**
*When:* Wednesday, July 8, 2020 • 10:00 AM – 11:30 AM

**Communicating with Confidence**
*When:* Friday, July 10, 2020 • 1:00 PM – 2:30 PM

**Communication Skills: Part 1**
*When:* Tuesday, July 14, 2020 • 2:30 PM – 4:00 PM

**Art of Successful Coaching**
*When:* Thursday, July 16, 2020 • 10:30 AM – 12:00 PM
How to Manage Your Emotions
When: Tuesday, July 21, 2020 • 2:00 PM – 3:30 PM

Multi-Generational Workplace
When: Wednesday, July 22, 2020 • 10:30 AM – 12:00 PM

Communication Skills: Part 2
When: Tuesday, July 28, 2020 • 10:00 AM – 11:30 AM

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**Featured Webinar of the Week**

**Building Resilience in Uncertain Times**
Struggling with anxiety about the future? Grieving and don’t understand why? Trouble staying focused in the present? Trying to manage multiple priorities or stressors at home and at work? Maybe feeling overwhelmed or sad? Drawing from the research and practice of Positive Psychology, this session will provide you with practical strategies you can utilize to build and maintain your personal resilience as well as improve your overall well-being.

This session was offered in partnership with UNT’s Counseling and Testing Center, and was presented by Dr. Tamara Knapp-Grosz, Senior Director.

**Our goals during this session are to:**

1. Verbalize a minimum of 5 strategies that can be utilized to build personal resilience and overall well-being
2. Identify a minimum of 3 resources that can be utilized to support personal resilience
Stacie Fredrickson, HR Representative – Records Specialist, Recommends:

I recommend “Working with Upset Customers”. Conflict resolution is such an important facet of customer facing positions, so I take any opportunity I can to participate in training that helps build my toolkit. This training provided me with multiple techniques to use during interactions with upset or angry customers. It taught me that we can learn from angry customers to help prevent the situation from escalating the next time. I was able to learn that we should focus on helping the customer leave feeling good about the interaction rather than negative. I have been able to utilize these tools in my daily kit when I am assisting our employees with their questions or concerns.

THE BUSY LEADER’S HANDBOOK: HOW TO LEAD PEOPLE AND PLACES THAT THRIVE

“Being a great leader means getting the fundamentals right. It also means consistently doing the “little things” that make a positive difference in the lives of employees, customers, and other stakeholders. This is a practical, easy-to-use book filled with gentle reminders of what we should be doing every day—especially when work is at its most intense. The Handbook is packed with proven best practices, tools, tips, and tactics for engaging employees, revitalizing cultures, delighting customers, and building high-performance companies. Short, succinct, and accessible, each chapter is “stand-alone,” offering helpful advice for meeting common business challenges. Plus, the strategies, approaches, and tactics are designed to be put
This book is a great tool for developing new leaders in your department. The chapters are short and direct, perfect for any team who wants to develop and grow, but is short on time and resources. We recommend reading one chapter at a time, discussing how the information is relevant to your department, and implementing small immediate actions to bring about improvement.

Recommended by:
Susan Nichols, Ph.D, BCBA-D
Interim Executive Director
UNT Kristin Farmer Autism Center

If you would like to contribute a professional development book review, please send an email to ODE@untsystem.edu.

Employee Engagement During the Crisis

While wellbeing has plummeted in the wake of the pandemic, Gallup has not seen an immediate decline in employee engagement, which aligns with Gallup’s findings during other crises over the past 20 years. During the height of public concern over West Nile, SARS, avian flu, and Zika virus – as well as the last recession and the aftermath of the attacks on September 11 – employee engagement numbers remained steady. Those past viral outbreaks, however, led to far fewer American fatalities, and the economic pain caused by the last recession may be dwarfed by the effects of COVID-19, so Gallup anticipates a rapidly evolving work landscape, especially as layoffs and furloughs add extra burdens to those still working.

Resilience During Difficult Times

Past research during similar events has revealed that the following five questions increase in importance during difficult circumstances:

- I know what is expected of me at work.
• I have the material and equipment I need to do my work right.
• At work, I have the opportunity to do what I do best every day.
• The mission or purpose of my institution makes me feel my job is important.
• My fellow employees are committed to doing quality work.

Employees who strongly agree with each of these five items are three times more likely to strongly agree that their institution has the right tools and processes to respond quickly to shifting priorities. ODE recommends that managers/supervisors be intentional about addressing the five questions above. Take time to discuss question topic area during one-on-one meetings with employees and definitely facilitate discussion around the questions themselves during staff meetings. You can easily pick one of the five each week to focus on. This demonstrates care for your team and builds trust.

Gallup (2020, May 23) Wellbeing and Engagement Amid the Pandemic: An update on Gallup’s latest COVID-19 research; memorandum

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Diversity & Inclusion Featured Training

Social Justice Speaker: Dr. Juan Sánchez Muñoz [he/him]

The 2020 Equity and Diversity Conference Social Justice keynote speaker is Dr. Juan Sanchez Munoz, president of University of Houston-Downtown. Dr. Munoz’s address “The Wisdom of Inclusion” draws upon his previous experiences as a chief diversity and inclusion officer (CDO) to convey the imperativeness of deliberate and sustained structural change in higher education that inspires measurable inclusion, representation, justice and ultimately wisdom-driven personal agency.