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:

**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

**Engaging with Empathy**
*When:* Wednesday, July 29, 2020 • 1:30 PM – 3:00 PM

**Strategies for Flourishing in the New Normal? Is it even possible?**
Dealing with Challenging Attitudes: From the Inside Out

Do you work with someone who has a challenging attitude? Do the people you serve complain, whine, speak rudely or are just down right negative? Challenging attitudes can leave you frustrated, angry, or even exhausted.

Challenging attitudes in the work environment can have a lasting impact on the team, department and organization. The good news is that you can learn to control the impact of challenging attitudes.

Our goals during this session are to:

1. Dig deep into attitudes and learn a four-step model to turn negatives into positives
2. Learn to use this behavioral model to coach yourself and others in how to build optimistic responses to any given situation

Featured LinkedIn Learning Course

Suzanne Gravois, ODE LMS Administrator & Learning Technology Consultant, Recommends:
I recommend the course “Leading Virtual Meetings”. If you are new to conducting online meetings, it can certainly be a challenge when you are learning to use new applications, dealing with personal networks and other hardware. Learn to make these meetings successful and encourage participation from your team.

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**Professional Book Recommendation**

**THE 5 LANGUAGES OF APPRECIATION IN THE WORKPLACE**

As we think about increasing engagement within our teams, we must put a strong emphasis on motivating our employees which can be a difficult task. *The 5 Languages of Appreciation in the Workplace* can give you insight into individually recognizing your employees, thus contributing to a more engaged workforce.

At work, people express and receive appreciation in different ways. If you try to express appreciation in ways that aren't meaningful to your co-workers, they may not feel valued at all. This is because you and your co-workers are speaking different languages. In, Dr. Chapman and Dr. White will help you identify the five languages of appreciation in order to:

1. Express genuine appreciation to co-workers and staff — even on a tight budget.
2. Increase loyalty with the employees and volunteers in your organization.
3. Reduce cynicism and create a more positive work environment.
4. Improve your ability to show appreciation for difficult colleagues.
5. Convey the language of physical touch in appropriate ways.

*If you would like to contribute a professional development book review, please send an email to ODE@untsystem.edu.*
Workplace Engagement, Fulfillment and Learning in a Post-COVID-19 World

Recently a webinar on Workplace Engagement, Fulfillment, and Learning in a Post-COVID-19 World was offered by the SHRM Executive Network. During this webinar it was stated that 91% of HR leaders surveyed believe, “the pandemic will trigger a lasting impact on what people want from their work” (Imperative, HR People+Strategy, May 2020). The current forecast is that there will be an increase in employees’ need for purpose, autonomy, connection, mental health support, and soft skills development.

Increasingly, soft skills are seen as a core skills gap that needs to be filled. In fact, 44% of executives surveyed reported that skill gap in Adecco’s State of the Economy Survey (2020). The ODE team can assist you in developing your soft skills with many resources including live virtual options and pre-recorded webinars. Another way to develop your soft skills is by learning from others while “on-the-job”. Surprisingly… while “on-the-job”, employees report that they learn more from their co-workers than they do from their managers (Imperative Workforce Study, 2019). This highlights the importance of peer feedback, learning, and coaching. An unappreciated source of employee and organizational development, peer feedback, learning, and coaching can help people feel connected through real examples and deep conversations. In fact, 90% of people surveyed said, “they would be happy to coach others” (Imperative Workforce Study, 2019).

So what can we do? Being distanced doesn’t mean that feedback, learning, or coaching becomes distant. Gallup encourages us to take opportunities to ask for peer feedback instead of just waiting for it. Per Chris Musser, a Team Lead at Gallup, “…it can change the whole feedback dynamic and boost engagement”. Questions like, “Do you think I was an effective leader on that project?” or “Do you think I communicated effectively in that meeting?” are great choices for soft skill peer feedback questions that you can ask your peers. So, take a moment and make a plan for your next feedback or coaching conversation today; no matter your level, responsibility, or role within the UNT World! The ODE team has many resources, and can provide you with support in the art of providing feedback or coaching others, just email us at ode@untsystem.edu!
Social Justice Speaker: Dr. Jalane Schmidt [she/her]

The 2019 Equity and Diversity Conference Social Justice Keynote Speaker was Dr. Jalane Schmidt, whose address was titled “America, This is Not a Drill: Sounding the Alarm Against White Supremacy.” Dr. Schmidt is Associate Professor of Religious Studies at the University of Virginia, where she teaches classes on Latin American, Caribbean, and African diaspora religions. This talk focuses on the 2017 Charlottesville #SummerofHate and issues a call to action equipping viewers to combat the recent rise of white nationalism and the long-standing legacy of white supremacy.