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.

**Foundational Leadership Opportunity**

**Foundational Leadership Academy Coming Soon**

Organizational Development & Engagement (ODE) is seeking participants for the inaugural UNT World cohort of our premier leadership program: the Foundational Leadership Academy (FLA). FLA seeks to enhance and improve individuals’ leadership skills as they advance in their career journey.

We are seeking individuals with strong leadership characteristics in the workplace indicating they would be a great performer in a leadership role (High Performer/High Potential). Participants do not need to be in a supervisory position as leaders are found in many different types of roles. This program is not intended for employees in Director or higher-level positions.

More information about the program including participant requirements and expectations, schedule of meeting dates/times, and a listing of program curriculum will be sent out by August 17th. Watch your email. If you have any questions, please email ode@untsystem.edu.
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:

**Customer Service Principles: Communication**
*When:* Wednesday, September 2, 2020 • 10:30 AM – 12:00 PM

**Developing Positive Relationships**
*When:* Thursday, September 10, 2020 • 1:00 PM – 2:30 PM

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**Featured Webinar of the Week**

**Customer Service Principles: Problem Solving**

Leading our daily, and sometimes difficult, customers to solutions is one of the most fundamental elements of service.

In this webinar, we will focus on developing problem-solving skills while managing customer difficulties. Knowing what to say, how to say it, and taking control with a positive attitude.

These skills are essential to creating a service excellence environment, often taking a bad situation and leading those involved into a positive experience.

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

1. Understand the service roles you perform.
2. Define the components of problem-solving.
3. Identify techniques for remaining calm & in control during challenging situations.
4. Communicate effectively to explore needs, problem solve, and lead others towards solutions.

Featured 5 Minute Wisdom

Creating a Motivating Environment with Dr. Emanuel George

Dr. Emanuel George III, Associate Dean of Student Engagement & Alumni Affairs and Associate Professor in the Department of Pharmacotherapy, College of Pharmacy, UNTHSC, talks about creating a motivating environment in the “Leaders on Leading” audio clip series. This series features quick, entertaining, and motivating Q&As with organizational leaders on having an impact and developing people. Listeners will get real-world advice, learn practical tips, and hear inspirational stories to help improve their own leadership skills.

Dr. Emanuel George III
UNTHSC Associate Professor, Pharmacology

The ODE 5 Minute Wisdom Podcast is available on Spreaker, Spotify, and Apple podcast platforms.

CLICK HERE to view all of our podcasts on the ODE website.

Professional Book Recommendation
THE ANYWHERE LEADER
How to Lead and Succeed in Any Business Environment
By Mike Thompson

This is a good read for today’s leaders who want to succeed in their roles despite the rapidly changing environment and the many surprising challenges that those changes can bring. The author, Mike Thomson is the CEO of a successful organizational development company who has helped many clients, such as, Walmart and Tyson, move forward successfully while overcoming adversities.

This book is expertly written as an easy read so that even aspiring leaders can relate. Many of the lessons in this book are from Mike Thompson’s personal experiences with failure. This book consists of a transparent dialogue allowing the reader to take a realistic view of how they are leading (or want to lead) in today’s unstable work environment.

The concepts discussed in this book can be adopted and applied in the education work world because leadership traits, such as adaptability, inclusiveness, discernment are applicable to every industry. In conclusion readers will finish this book having acquired more insight on how to be a more driven, receptive, and resourceful leader.

Recommended by:
Paula Bearden, M.A.
Organizational Development Consultant & Employee Engagement Specialist
Organizational Development & Engagement (ODE)

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

Engagement Encouragement
Friendships – The Human Element to Remote Work

Just as many of us have started to cope with our new normal, some of us are gearing up to head back to our campuses amidst the start of a new, most unique, academic year. Teams who were once all working from home may be experiencing another change in work conditions as some team members move back to their on-campus work locations. As we get ready for the upcoming year, don’t forget about developing meaningful relationships with your peers.

Gallup says that even with a remote team, friendships still add value to having a more engaged workforce. It is easy for employees during this time to feel isolated; especially, if some of their team members are on campus while others are working exclusively at home. Gallup stresses the importance of having close relationships at work as a cure for feelings of isolation as well as a driver for positive workplace behavior. “…when employees possess a deep sense of comradery with their team members, they are driven to take positive actions that benefit the business -- actions they may not otherwise even consider.” (Hickman, 2020) Think about it - how engaged would a team member be if they felt lonely? According to Gallup, only 2 in 10 employees report that they have a best friend at work, which may be a contributing factor as to why only a third of the U.S workforce is engaged.

ODE encourages managers to create opportunities for team members to build friendships every day. Creating a culture where intentional connections are made means that an employee has someone they can trust, relate to, and depend on during these stressful times.

Here are some ideas of what each team member can do to develop friendships at work:

- Send an invite to someone to have a virtual coffee or lunch-break
- Recognize and celebrate specific milestones of your peers
- Create a Microsoft Teams channel where you share pictures of your hobbies, like recipes, gardening, or a new book.

You can use these ideas as a starting point to develop trustful friendships, or more importantly, ask your peers what helps to build meaningful friendships to them?

If you would like more guidance on how to build meaningful relationships at work for you or your team, reach out to ODE today for tips and tools you can use, ode@untsystem.edu.

Adam Hickman, Ph.D. “Why Friendships Among Remote Workers Are
**Keynote Speaker: Melissa Harris-Perry [she/her]**

The 2017 Equity and Diversity Conference keynote speaker is Dr. Melissa Harris-Perry, former television host of the “Melissa Harris Perry Show” on MSNBC, Anna Julia Cooper professor of political science at Wake Forest University editor-at-large of Elle, and author of *Barbershops, Bibles, and BET: Everyday Talk and Black Political Thought* (2004), and *Sister Citizen: Shame, Stereotypes, and Black Women in America* (2011). Her keynote “Social Justice Models for Campus Engagement” discusses the questions educators face engaging in social justice, both with their students and themselves.