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 Applications Now Being Accepted

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.

Applicants must be fulltime employees who demonstrate 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.

Please review the attached catalog for program requirements and expectations of participants, schedule of meeting dates/times, and listing of the program curriculum. This program will be conducted 100% virtually allowing individuals the opportunity to network and bond with leaders from across UNT World.

If interested, please click on the link below to submit your application. All applications with supervisor approval will be submitted to each campus to allow leadership to make the final decision on who is selected. The deadline to apply is Tuesday, September 1. Participants will be notified Friday, October 9, if they have been selected.
On the application under the Training Information section, use the drop-down menu to select Foundational Leadership Academy (FLA).

**Click Here To Apply**

For questions, send an email to ode@untsystem.edu.

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### 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:

- **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

- **Attitude: A Little Thing that Makes a Big Difference**  
  **When:** Wednesday, September 16, 2020 • 1:30 PM – 3:00 PM

- **Dealing with Challenging Attitudes: From the Inside Out**  
  **When:** Thursday, September 24, 2020 • 1:30 PM – 3:00 PM

- **Resolving Conflict**  
  **When:** Wednesday, September 30, 2020 • 10:30 AM – 12:00 PM

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### Featured Webinar of the Week
Engaging with Empathy

This session is based on Empathy. In order for employees to connect and communicate with each other successfully, they must be able to recognize each other’s emotions and respond appropriately.

The Engaging with Empathy session introduces three types of empathy and identifies how empathy can be displayed inside of the workplace. Participants will have applied practice in giving empathetic responses during emotional conversations.

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. Shanda Riley

Dr. Shanda Riley, Assistant Director of Counseling and Wellness Center, UNT Dallas, talks about what she has learned as a leader regarding 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. Shanda Riley
Assistant Director of Counseling & Wellness Center, UNT Dallas

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 OZ PRINCIPLE

The Oz Principle defines personal accountability and how one can contribute to the success of an organization through their Steps to Accountability Model: See it; Own It; Solve It; Do It.

This is the first book of three and focuses discussion around the power of personal accountability. This book sets the foundation for the next book in the series, Change the Culture, Change the Game, which addresses how personal and organizational accountability can impact your organizational culture and ultimately help you effectively achieve your goals. The final book in the series is How did that happen? Holding People Accountable for the Results the Positive Principled Way.

While the book was written for the corporate sector, the concepts are easily adaptable for Higher Education and provide the opportunity for engaging discussions with your team.

If you would like to contribute a professional development book review, please send an email to ODE@untsystem.edu.
Gallup Engagement Survey to Launch October 2020

**Why conduct the survey now?**

It’s worth starting by acknowledging the reality of campus life this fall: People are hurting. From budget constraints to the loss of childcare to fears of a deadly virus, there are countless sources of stress for faculty and staff at every level of the university.

Given the collective state of anxiety, it is more important now than ever for our organization to listen to its community. Therefore, the Gallup Engagement Survey will launch in October for UNT World. This fall’s survey will not be an exercise in accruing points or competing for better internal scores. The inquiry should be intended to provide a voice to the frontline workers fulfilling UNT World’s mission to serve its students and the surrounding communities amid historic turbulence.

Refraining from a fall survey may itself be a costly detriment to engagement. The UNT World vision states their goal is *bringing out the full potential of those we serve*.

It is time to live out these promises by asking campus employees about their wellbeing, especially at a time when many feel muted.

**Core reasons to launch a fall engagement survey include:**

- **The issues are enduring.** The challenges of today – reduced state funding, hybrid learning, enrollment concerns, health anxiety – may be our new normal. There is little guarantee that life will return to a pre-COVID state by spring 2021. And many core targets of the survey, such as wellbeing and managerial behavior, are real and on-going concerns.

- **Delaying bad news only makes conditions worse.** If UNT World fears hearing bad news from its employees, these issues won’t grow better with age. They’ll only fester and cause further dissent.
• **Response rates are higher than ever.** Across all corners of American life, workers are answering engagement surveys at historically high rates. The Q12 is designed to be completed in just a few minutes, so it does not pose an additional burden to respondents; on the contrary, employees are often grateful to have their opinions heard.

• **Heightened importance during a time of crisis.** Survey administrations are often impacted by unpredictable events. But during times of crisis, Gallup has found even stronger correlations between the engagement of workers and performance outcomes. The goal of any survey endeavor is to provide information to make better decisions; the importance of these management decisions is magnified during a crisis.

• **Combatting the challenges of remote work.** For many industries with a sudden surge of people working from home, a survey and accompanying feedback improves efforts to close gaps in communication, belonging, performance management and perceptions of safety.

Will our institutions be able to address every employee concern? Of course not, but that’s the case with any survey. Our leadership can, however, acknowledge all of the extra work that faculty and staff are performing, making sure that employees feel their opinions are contributing to major decisions, and by crafting clear and helpful communications. Thus, showing that faculty and staff feedback is critical even during times of uncertainty and stress.

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**Diversity & Inclusion Featured Training**

**Keynote Speaker: Rosa Clemente [she/her]**

The 2018 Equity and Diversity Conference Keynote Speaker is Rosa Clemente, 2008 Green Party Vice Presidential candidate, community organizer, and journalist. Her keynote addresses identity intersectionality as a bridge to inclusion, and the effects of the 2017 hurricane in Puerto Rico. She is the president and founder of Know Thy Self Productions, which has produced four major community activism tours and consults on issues such as
hip-hop activism, media justice, voter engagement among youth of color, third party politics, intercultural relations between Black and Latinx people, immigrants’ rights as an extension of human rights, and universal healthcare.