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.

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:

**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

**Customer Service Principles: Problem Solving**
**When:** Tuesday, October 6, 2020 • 2:30 PM – 4:00 PM
How to Manage Your Emotions

Emotions guide our behavior (sometimes productively and sometimes not). Emotions, even positive ones, can cause us to make impulsive and sometimes irrational decisions.

Emotions are often a signal, however, they don’t solve problems. If not expressed constructively, emotions can drain energy and damage relationships.

It is important to learn how to handle emotions effectively, controlling one’s thoughts about a situation, and creating healthy work relationships.

Our goals during this session are to:

1. Recognize the messages our emotions send us
2. Reframe our thinking & replace emotional outbursts with productive confrontations
3. Learn how to recover from other’s emotional outbursts
4. Employ long-term strategies to channel emotions productively

Featured 5 Minute Wisdom

Communication with Jessa Mays

Jessa Mays, Assistant Director for Professional Staff Training & Development, UNT Housing and Residence Life, talks about communication 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.

Jessa Mays  
Assistant Director for Professional Staff Training & Development, Housing and Residence Life, UNT

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

CHANGE THE CULTURE, CHANGE THE GAME

ODE recommends Change the Culture, Change the Game (2012) by Connors and Smith. This book is perfect for any organization that is seeking to change their culture in order to get different results. This book demonstrates how to implement a culture of accountability within your organization. You'll discover how to help encourage a shift in thinking to get the game-changing results you want and explore the steps and tools needed to sustain such changes.

It easily applies to education and the concepts can be adopted by teams, departments or entire colleges who are seeking different results. For example, Lone Star College-University Park in Houston, TX utilized the concepts from this book in their effort to increase student graduation rates. Individual teams can also adopt the concepts from the book to increase engagement and personal accountability.

If you would like to contribute a professional development book review, please send an email to ODE@untsystem.edu.
Engagement, Well-being, and Burnout During COVID-19

During times of uncertainty stress can be pervasive. Whether you are concerned about returning to campus or feeling the isolation from peers or your professional support network while working from home, managing your stress is critical to your success and personal satisfaction at work. On-going stress leads to burn-out which results in disengagement. In a 2014 Gallup study, they found that overall-personal wellness contributes to one’s engagement at work.

Gallup factored in the additive effect of thriving well-being with employee engagement when studying workers’ stress levels. Well-being encompasses the way people think and feel about their lives and can be measured in five domains: purpose, social, community, financial, and physical.

The results in this case were even more dramatic than the results of engagement alone. When employees were engaged and thriving in each of the five elements of well-being, only 12% reported feeling burned out in the past 30 days versus 41% of U.S. workers overall who said the same. By comparison, 28% who were engaged but not thriving in all five elements (could be thriving in one to four elements) reported feeling this way, as did nearly half (47%) of not engaged and actively disengaged workers.

Most impressively, Gallup found that among employees who were engaged and thriving in all five elements, just 3% reported feeling burned out and behaving poorly with friends in the last 30 days. This is seven times lower than the average among U.S. employees overall and eight times lower than the percentage of not engaged or actively disengaged employees (25%) who said yes to both questions.

We cannot discount the importance of team and individual engagement during COVID-19. Actually, we should be more in-tuned to our team’s engagement more than ever. To say I’ll address engagement when things get back to normal is digging an engagement hole for your employees to fall in that is difficult to get out of. An easy way to address engagement is to use the Q12 questions as basis to facilitate discussion. For example, the Q12
questions such as “I have the materials and equipment I need to do my work right,” or “I know what is expected of me at work,” addresses employees basic needs. Without basic needs addressed an employee can easily disengage.

A supervisor bringing up these questions and allowing dialogue shows genuine care for employees. If you are not a supervisor, you are still a leader, and thus you can encourage your supervisor to allow an engagement discussion using the Q12 questions as a guide. You might be surprised at the impact this simple exercise has on a team. If you do not have a copy of the questions, email ODE at ode@untsystem.edu.

Diversity & Inclusion Featured Training

**Keynote Speaker: Bakari Sellers [he/him]**

The keynote speaker for the 20th Equity and Diversity Conference presented by Peterbilt was Bakari Sellers. Sellers made history in 2006 when, at just 22 years old, he defeated a 26-year incumbent State Representative to become the youngest member of the South Carolina state legislature and the youngest African American elected official in the nation. His address titled “Journey to Excellence” reaches back to his past and first-person interaction with his father and Civil Rights icon Cleveland Sellers to his present-day hopes and struggles as he fights for the most marginalized people. The speech includes elements of history, education, inspiration, and transformation.