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:

**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

**Managing Up: Building an Effective Relationship With Your Manager**
*When:* Wednesday, October 14, 2020 • 10:30 AM – 12:00 PM

**Deconstructing the Difficult Conversation**
*When:* Tuesday, October 20, 2020 • 10:30 AM – 12:00 PM
Strategies for Flourishing in the New Normal: Is it even possible?

For many of us, 2020 has been a turbulent year where we have faced extensive challenges and shifts in how we respond and relate personally and professionally. This session will acknowledge these challenges as well as provide practical strategies and resources as we return to what some are calling the "new normal" this Fall semester.

Our goals during this session are to:

1. Describe 3 possible barriers to flourishing in the new normal.
2. Verbalize a minimum of 3 strategies they can utilize during the "new normal" to support flourishing.
3. Identify a minimum of 3 resources they could utilize for support this Fall.

Coaching with Jim Buchanan

Jim Buchanan, Director of ERP Application Development for Finance, HR and Payroll, UNT System, talks about leaders on coaching 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.

Jim Buchanan
Director of ERP Application Development for Finance, HR and Payroll, ITSS, UNT System

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.

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### Professional Book Recommendation

**HOW DID THAT HAPPEN?**

This book is the third and final book in the accountability series by Connors and Smith. “peels back the onion on achieving sustained accountability.” -Jeff Brundage, senior vice president of human resources, American Airlines. In this book, the authors base their tools to increasing accountability on three basic axioms: “the accountability assumption,” “the accountability fallacy,” and “the accountability truth.”

Higher education is often hesitant to have discussions about accountability. However, the three books, beginning with the *The Oz Principle* followed by *Change the Culture, Change the Game* and now *How Did it Happen*, lead us to examine our organizational culture and help provide a framework for discussion, for example on topics like increasing graduation rates, alumni participation, and efficiency in student services.

If you would like to contribute a professional development book review, please send an email to **ODE@untsystem.edu**.
If Managers are Not Engaged it is Likely That Their Staff is Not Either

Did that title get your attention? Yes, according to Gallup research, managers account for 70% of the factors affecting employee engagement. In 2013 Gallup did a talent meta-analysis where they studied a database of over 11 thousand teams across 11 different companies. The relationship between employees’ perceptions of their manager, the manager’s own engagement level, and the manager’s talents were analyzed. The combined impact of those three factors resulted in a 0.87 correlation, indicating that the possibility of a manager influencing their employee’s own engagement level is very high. (Yang et al., 2013)

It is true that every individual is responsible for their own engagement, but managers are equally responsible for creating that environment in which engagement can happen. For example, when an employee is engaged that means that they are 100% psychologically and enthusiastically committed to the organization and or their roles. Managers can foster this commitment by making it is easier for an employee to understand how their role connects to the overall mission and vision of the organization. When managers discuss the value of their employee’s role in a team or one on one meeting they are directly creating the opportunity for that employee to see their part in the overall mission of the organization.

To maintain team engagement managers must actively measure and manage those factors that drive it. Continuing to focus conversations on these factors, such as how does the mission or purpose make me feel my job is important, will not only drive engagement but will result in a higher performing team over time. Organizational Development & Engagement (ODE) offers free engagement consulting to managers and teams. ODE can help managers better understand their engagement scores and work with them and their teams to develop an action plan to increase engagement within their department or team. It is never too late to refocus on building engagement with your team. For engagement consulting and support, please email us at ode@untsystem.edu.

Creating Space for Difficult Conversations & Opportunities for Cross-Cultural and Cross-Racial Conversations

Part three of the UNT Office of Diversity and Inclusion Unlikely Allies in the Academy Series, for continued dialogue based upon the book Unlikely Allies in the Academy: Women of Color and White Women in Conversation (2012) by Dr. Karen Dace. This video features Dr. Theresa Torres [she], author of the chapter “A Latina Testimonio: Challenges as an Academic, Issues of Difference, and a Call for Solidarity with White Female Academics” and her colleague, diversity expert and independent scholar Lisa McCarty [They].