



LEARN | DEVELOP | GROW

CONSULTING SERVICES CATALOG

Our services are free.

Contact us for a consultation at ODE@untsystem.edu!

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We make it easy to get you the support you need!

If you are looking for opportunities to grow and develop your team, or maximize your team's performance, we can help. Organizational Development and Engagement (ODE) offers targeted development opportunities designed to enhance individual and team skills sets and strengthen team bonds within the organization.

Contact us for an initial consultation at ODE@untsystem.edu, a development consultant will contact you to learn more about your team's needs and work with you to develop an intervention or experience to meet your specific goals.

WHAT TO EXPECT

Our in-house consultant will conduct an initial call/meeting with the internal client to determine the needs and scope of the project. The consultant will make recommendations to the client.

Offerings Include:

- Evaluate organizational culture and provide recommendations on changes to accomplish organizational goals and objectives
- Create and deliver effective human resources programs and learning and development opportunities.
- Develop comprehensive professional development plans for your department and employees
- Create and facilitate department retreats
- Administer and facilitate SWOT Analysis (determining departments Strengths, Weaknesses, Opportunities, and Threats)
- Employee engagement education, coaching, and/or action planning
- Facilitate team standards discussion (develop agreement of how the team wants to communicate and work together)
- Teambuilding & relationship development

Expectations & Service Agreement: ODE consulting services are free of charge unless there are associated costs such as assessments, books, or other specialized supplies. Organizational development interventions and services can be very time consuming; therefore, customers should book any service a minimum of one month in advance. Current consulting demand will also dictate response time for any service, please book in advance of your needs.

TABLE OF CONTENTS

This catalog provides an overview of our available services. We work with you to customize content, offer it virtually, or build new team experiences to meet your needs.

Topic	Page
Communication	
Communication Skills*	4
Communication Styles*	5
Communications & Candor for Self-Directed Work Teams	5
Customer Service	
Service Excellence*	6
Employee Engagement	
Employee Engagement Support*	7
Culture, Teams, and Relationships	
Culture Audit	8
Developing Positive Relationships*	8
General Team Building	9
How to Handle Change*	9
Multi-Generational Workplace*	10
New Leader and Team Acclimation	10
Organizational Trust	11
Skillful Collaboration*	11
Stress Management for Teams	12
Team Standards	12
Performance Management	
Performance Workshop	13
Productive Work Habits*	13
StrengthsFinder 2.0 Discovery Workshop	14
Strategic Planning	
Mission Clarification and Goals Alignment	15
SOAR Analysis (Strengths, Opportunities, Aspirations, Results)	15
Stop, Start, Continue	16
SWOT Analysis (Strengths, Weaknesses, Opportunities, & Threats)	16

**Asterisk indicates a listing where a virtual, general population session is also available.*

Communication Skills

These sessions focus on the communication process and will help your team explore the impact of communication on their day-to-day interactions. These modules can be offered in an abbreviated and/or combined format to address a team's specific development needs. *(An abbreviated 2 part series is available for the general population.)*

The Art of Communication

This session is an introduction to communication and provides an opportunity for your team to explore what communication looks like.

The team will explore concepts like perception and the role it plays when communicating with each other. They will also identify barriers to communication. The goal of this overview session is for the team to identify areas of opportunity to improve team communication.

Listening for Success

In this session, your team will explore how listening is one of the most valuable skill sets they can use to effectively communicate with other team members.

Your team will participate in activities that provide insight into how to stay focused, understand the message, and help guide others.

Beyond Words — Body Language

This session helps team members develop an understanding of the impact of body language on the communication process.

Improving body language helps us improve our ability to connect with our team effectively, express what we mean, deal with challenging situations, and become a more effective team player.

Verbal Communication

This session explores the impact of words, whether spoken or written, on the communication process. Team members will explore a variety of different factors that impact our ability to effectively communicate through words.

At the end of the session, each team member will identify at least one action item they will implement to improve their verbal communication.

YOUR TEAM WILL:

- Understand the communication process.
 - Gain a clear understanding of perception.
 - Identify and recognize barriers to communicating.
 - Create an awareness of the difference between communication and effective communication.
-
- Generate awareness around listening.
 - Explore behaviors of listening in relationship to listening dimensions.
 - Identify strengths and areas to improve when it comes to listening.
-
- Explore body language and how we use it.
 - Identify mistakes made when "reading" body language.
 - Gain an awareness of body language to become better communicators.
-
- Understand the role words play in effective communication.
 - Review the basics of verbal communication.
 - Gain an understanding of the principles behind cooperative communication.

Communication Styles

Does your team often struggle to communicate effectively? Would you like to learn how to be more open and understanding in your team communications and work more cohesively?

Why is it that we easily interact with certain team members while, at other times, we find ourselves frustrated or struggling with creating rapport with others?

A great deal of frustration in our communication with others stems from our communication style or “language.” Each style has an impact on how we effectively work together and what we can accomplish.

In this session, you will begin to recognize and acknowledge the influence that your own style has on your thoughts and actions. We will use this awareness to help you begin to explore the different communication styles on your team. By the end of the session, you will identify how each team member has their own interpretation of the world around them and how it influences team interactions.

YOUR TEAM WILL:

- Learn about different communication styles on the team and what each style looks like.
- Identify preferred communication styles.
- Explore how we communicate most effectively with individuals whose styles are similar to our own.

Communications & Candor for Self-Directed Work Teams

Want to create a SDWT but need support in navigating the interpersonal adjustments required for success?

Members of self-directed work teams (SDWT) often plan, coordinate, direct, and control many of their activities.

Through shared ownership, self-directed work teams can boost motivation and buy-in, which leads to enhanced performance levels of the team and an innovative, creative environment conducive to growth.

To be successful, these teams need to have trust and strong communications, with open and honest dialogue.

In order to support you in your SDWT journey, this session will cover topics regarding communications and ways to craft shared expectations as a group.

YOUR TEAM WILL:

- Identify and recognize barriers to communications within a self-directed work team.
- Learn how to establish and communicate expectations with group members to ensure a successful collaboration.
- Review ways to deal with opposing opinions, difficult conversations, and strengthen relationships assertively.
- Recognize the inward attitudes and outward behaviors necessary to collaborate well on a self-directed work team.

Service Excellence

These sessions focus on helping your team to explore the many facets and levels of serving others. These modules can be offered in an abbreviated and/or combined format to address a team's specific development needs. *An abbreviated 2 part series is available for the general population.)*

Service Excellence

This session is an introduction to customer service and provides an opportunity for your team to explore how they serve others and see service from a variety of perspectives.

The team will explore concepts such as service expectations, customer perception and moments of truth. They will also be introduced to a service equation that provides a framework for positive service behaviors. The goal of the overview session is for the team to identify areas of opportunity to improve service to those they serve on a daily basis.

Communication Workout

In this session, your team will explore the importance of communication in a service role. Service-focused activities will help your team refine and practice necessary skills to communicate effectively.

By the end of the session, your team will have identified areas of improvement around responsive greeting, positive service language, and listening for understanding.

Delivering Solutions

This session helps team members develop problem-solving and influencing skills. These skills are essential to creating a service excellence environment.

This session will prepare your team to help students, parents, co-workers, and visitors find answers to their questions.

Working with Difficult Customers

This session explores how to deal with difficult or challenging service scenarios. Discussions and activities will focus on the concept of service recovery through self-control, effective communication, problem-solving and positive attitude.

YOUR TEAM WILL:

- Create an awareness around customer expectations.
 - Learn why customer satisfaction is based on perception.
 - Explore the concepts and benefits around excellent service.
-
- Understand how to create an approachable and friendly service environment.
 - Identify elements of positive service language.
 - Improve listening skills to understand needs.
 - Identify barriers that impact communication and listening.
-
- Understand the service role they perform.
 - Ask questions to explore needs.
 - Use influential communication to lead others to solutions.
-
- Identify techniques for remaining calm and in control during challenging situations.
 - Identify strategies for leading difficult customers to solutions.

Employee Engagement Support

New to the concept of employee engagement?

Want to create an engagement action plan with your team but don't know where to start?

Want to take deep dive into your engagement survey results and discover ways to drive engagement on your team?

Want to find meaningful ways to internalize and explore your own engagement as an individual contributor?

Let ODE guide you in your employee engagement journey!

OPTIONS INCLUDE:

- General conceptual knowledge/history
- Coaching
- Action planning services
- Gallup® report reading assistance and/or analysis
- Individual contributor assistance

Employee engagement is at the heart of organizational success. That success begins with understanding and acting on your current state of engagement.

Engagement is the key ingredient to overall well-being and long term success in the workplace. Highly engaged employees are emotionally committed to their organization's goals and use their discretionary effort to go the extra mile on behalf of their organization.

ODE can provide a multitude of services for you and your team, including providing a trained Gallup® facilitator-coach to review your scores with you and set your team on the road to working toward increasing engagement.

Culture Audit

Does it appear that you have a strong culture, but it does not seem to support your goals and outcomes? Do factions of team members seem disconnected from everyone else?

Culture consists of behaviors that are acceptable and appropriate and encompasses every environmental aspect within an organization. The employee experience combined with the influence of leaders shape an organization's culture.

A culture audit will provide general awareness of your current culture, helps to determine the working environment, and employee sentiments and interactions while identifying potential areas of opportunity.

This session is customized according to the unique needs of each team. An ODE consultant will work with area leaders and teams to devise an action plan for conducting the culture audit which may include culture walks, interviews, focus groups, or surveys.

LEADERS WILL:

- Identify culture issues and challenges.
- Identify the rules around employee interactions and team communication.
- Describe the overall working environment and employee sentiments.

Developing Positive Relationships

How good are the relationships among your team members? Can these relationships be strengthened?

Relationships are an essential part of life. Our interactions with people around us help us satisfy our need for social connections. It's these connections that help make our work more enjoyable and create a positive environment.

In this session, team members will identify skills and strategies that contribute to a positive work environment and begin to build positive relationships with others.

Team activities will build connections by exploring the team's common purpose and opportunities to improve trust.

At the end of the session, the team will identify three key areas to create a more positive environment.

YOUR TEAM WILL:

- Generate understanding that every working relationship is based on a common purpose.
- Demonstrate actions that build trust.
- Implement strategies to improve relationships.

General Team Building

Want to connect with your team members while having your teams learn more about each other?

Teamwork is an essential component of most professional activities, but what makes an effective team?

Let the ODE team facilitate a session that will help to build camaraderie and belonging within your team through shared experience. We work with you to customize an interactive session around your team's unique needs in order to build effective relationships and engagement.

Some options for these sessions include: competition, games, role-playing, and physical activities. Our primary objectives are to provide an opportunity for team members to engage with one another and enhance work relationships.

How to Handle Change

Is your team going through a significant change? Is this change causing stress for you and your team?

Everything and everybody is constantly changing. The only thing in the world that is really constant is the fact that things change. If the world didn't change, we would have no progress.

However, change can be disruptive and create stress and disengagement on your team. It is important to recognize and understand why changes are occurring.

This session will provide an opportunity for your team to talk about changes that impact your team and organization. Discussions and activities will help identify the thoughts, feelings, emotions and behaviors that change can bring.

YOUR TEAM WILL:

- Create an awareness of the changes impacting the team and organization.
- Identify how they respond to change.
- Learn to recognize change behaviors.
- Explore positive strategies for coping with current and future change.

Multi-Generational Workplace

What generations exist on the team? How do the generations that exist impact working relationships?

Today's economy is changing, people are working longer than they ever have before and it is the first time in history that we have all five generations in the workplace.

This session explores how each generation is shaped by its unique experiences and its members' diverse ideas about what they want in their work lives and personal lives. Team members will discover the benefits each generation presents in the workplace, as well as perceived threats and potential conflicts.

Identifying and discussing these perceptions can aid in building stronger relationships and better collaboration.

YOUR TEAM WILL:

- Identify and define the five generations and their characteristics.
- Identify potential challenges when interacting with different generations.
- Demonstrate techniques that foster respectful communication with different generations.

New Leader and Team Acclimation

Are you a supervisor new to the organization or recently promoted? Do you want to know what your team members want out of a leader? Do you want the chance to share more about who you are to your new team?

New Leader and Team Acclimation introduces a four-step process that helps new team leaders become adjusted with their team.

Whether new to the entire organization, or just new to the leadership role, it is important for the team leader to set up dedicated time to get insights of what their team members expect from them, and for the leader to share their leadership philosophy, vision, and expectations.

During this process team members will be able to ask questions, share issues, and concerns through a mix of facilitated conversations and support of ODE.

New team leaders will benefit from this process by gaining multiple perspectives through immediate open two-way communication which will set the groundwork for building relationships and developing trust for the entire team.

YOUR TEAM WILL:

- Gain insight of the leader's work and communication preferences
- Discuss their team norms, current concerns and expectations
- Share perceptions about existing challenges for the team and the leader

Organizational Trust

Are there concerns about team reliability and job commitment within your team? Is everyone on the same page?

Not only is trust essential for an organization, it is essential for teams. Trust builds a solid foundation on which the team can achieve success.

This session will focus on how trust improves relationships at all levels of the team, and how to exemplify the characteristics and behaviors of a trustworthy person. We'll look at how your team can embody those traits and ultimately reduce the stress that often results from low levels of trust.

The goal is to help your team identify opportunities to build trust and improve the ability to work effectively with others both within and outside of the organization.

YOUR TEAM WILL:

- Define what trust means.
- Identify characteristics of trust that currently exist.
- Explore barriers that prevent the team from building trust.
- Explore opportunities to build a culture of trust.

Skillful Collaboration

Any opportunities for your team to collaborate more effectively?

There's much more to collaboration than working side-by-side with people.

There's an effective way to collaborate and an ineffective way to collaborate. Believe it or not, sometimes collaboration is the wrong choice altogether. That's because successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset.

This session explores opportunities for your team to structure an effective framework that enable team members to develop harmonious and productive working relationships.

YOUR TEAM WILL:

- Understand when collaboration is an effective and beneficial approach to a project.
- Learn how to establish and communicate expectations to group members to ensure a successful collaboration.
- Recognize the attitudes and outward behaviors necessary to collaborate well.
- Identify non-collaborative behaviors and discover strategies to cope with them.

Stress Management for Teams

Need assistance supporting your team during a stressful time?

Stress is constant and stressors can be found anywhere.

Stress Management for Teams will discuss different stress types, the effects of stress, and the impact stress has on us as individuals, as well as with each other.

This session will help the team explore ways to approach stress as a united group and will include activities to help brainstorm actions for the team to create a team stress management plan.

YOUR TEAM WILL:

- Review different kinds of stress and their effects.
- Discuss ways to manage and cope with stress.
- Recognize the messages our reactions to stressors send to us.
- Employ long-term strategies to tackle stress productively, personally and as a team.

Team Standards

Do you want your team to interact better? This session may be for your group!

Effective communication is at the cornerstone of every effective team. How teams communicate, make decisions, and interact on a daily basis will determine team success, so why leave this process to chance. Team Standards is a guided process facilitated by an ODE consultant that shapes the culture of the team in positive ways.

Through this process, team members, including the supervisor as a team player, will discuss how they want to interact. The team will develop a list of team standards or agreements through consensus, not majority vote. These are not supervisor expectations; therefore, team members will be responsible to hold each other accountable for the agreements.

The agreements are a living document that will change as the team changes and grows, so regular discussion about how they are living out the agreements is encouraged. The process will strengthen your team's interaction and create a better working environment.

YOUR TEAM WILL:

- Develop a list of standards of how they want interact and work together on a daily basis (agreed upon by consensus).
- Be able to articulate the communication expectations of each other.
- Identify as having a stronger sense of team identity.

Performance Workshop

Do you lead a group of supervisors? Do you aspire to help everyone understand the connection between employee performance and goals?

The goals that are established within any organization depends greatly upon the organization's greatest resource, its people. This workshop will deepen your understanding of performance in your area, how your employees influence your goals, and how to create effective goals that align with your mission, vision, and values.

In this session, an ODE consultant will engage supervisors in a review and analysis of performance and engagement data. Supervisors will identify connections between employee performance and goals, and discuss implications for aligning goals with the mission, vision, and values of the department, division, and organizational overall. The four disciplines of execution will be reviewed as a way to create effective goals.

YOUR TEAM WILL:

- Use the *Disciplines of Execution* to articulate department goals and priorities.
 - ◇ Define the wildly important
 - ◇ Identify lead and lag measures
 - ◇ Create a compelling scoreboard
 - ◇ Create a cadence of accountability
- Identify gaps in strategy and execution of annual goals.
- Create and lead goal-oriented meetings.

Productive Work Habits

Are your team members feeling overwhelmed with work? Does it seem like there is never enough time to get things done or even take a short lunch break?

Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do and when to do it. Sometimes that's easier said than done.

This session is designed to help your team to identify the principles of productivity. Activities and discussions will revolve around personal and work-related scenarios that will provide an opportunity to learn strategies in prioritization, time saving tips, and ideas to improve quality of work and life.

At the end of this session, your team will identify opportunities to apply the lessons they've learned and create an action plan to develop positive habits to effectively manage their time.

YOUR TEAM WILL:

- Understand what it means to be productive and identify workplace distractions.
- Explore competing priorities in order to effectively manage personal/work life.
- Discuss time saving tips and tools that can be used in the workplace.
- Explore ideas for getting motivated.

StrengthsFinder 2.0 Discovery Workshop

Do we know what energizes each member of your team? What makes them passionate about their work?

All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time attempting to fix our weaknesses rather than developing our natural talents. It's time to change all of that.

With international presence as a talent measurement instrument, StrengthsFinder has helped students and employees at more than 600 schools and universities and a plethora of Fortune 500 and other companies by providing an opportunity to develop strengths. Strengths Finder builds on what you do best – the way you most naturally think, feel, and behave as a unique individual. Team members will discover and build upon behavior patterns that make you effective, thought patterns that make you efficient, beliefs that empower you to succeed, and attitudes that sustain your efforts toward achievement and excellence.

During this session, team members will begin to gain insight into the value of focusing on strengths by engaging in instructor led scenarios, self-reflective exercises, and interactive activities that enhance engagement.

Gallup® and StrengthsFinder®, are trademarks of Gallup, Inc.

YOUR TEAM WILL:

- Develop an understanding of the “strengths philosophy.”
- Understand the role of strengths in employee engagement.
- Develop new insights into personal talents and strengths.
- Define the team’s vision utilizing strengths

Mission Clarification and Goals Alignment

Is it time to re-evaluate your team’s purpose and vision? Struggling with where to start?

During this session, an ODE consultant will facilitate discussions and activities to support your team in establishing a sense of purpose and direction. Your team will explore and identify a common understanding around your department’s core services and customer expectations.

Team members will participate in a collaborative exercise to define “action words” that convey the team’s direction and assist the team in clarifying their mission and aligning the goals.

This session will explore questions such as, “What does your group exist to do?” and “Where would you like your team to be?” The goal is to walk away with a clear direction on how to move forward as a team.

The Organizational Development and Engagement (ODE) facilitator serves as a guide for these conversations, but does not develop the mission, goals, and vision statements for your team.

YOUR TEAM WILL:

- Develop an understanding of team purpose.
- Collaborate to ensure clarity and alignment of goals.
- Benefit from connection through strategic activities.
- Identify key stakeholders and functions within the team.

SOAR Analysis (Strengths, Opportunities, Aspirations, & Results)

Does your team desire to take a comprehensive look at where you are? Want to know what values are vital to achieving success?

SOAR is a strategic planning framework with an approach that focuses on strengths and seeks to understand the whole system. The SOAR approach integrates Appreciative Inquiry (AI) to create a transformational process. SOAR invites employees to have a strategic conversation that is grounded in values. As a result, rather than trying to convince people to buy-in, the employees are motivated and inspired by strategic initiatives that they helped create and that reflect their values. The outcome is clarity and aligned action for each stakeholder. The SOAR Analysis has been compared to a SWOT Analysis; however, they differ in approach as SOAR leverages the strengths and opportunities from SWOT as a foundation then adds aspirations and results (Stavros and Hinrichs, 2009).

YOUR TEAM WILL:

- Have a stronger sense of values and identity
- Have vision for who your department aspires to be
- Have a roadmap of opportunities for your aspirations

Start, Stop, Continue

Need a team discussion on what is working/not working in regards to behaviors, actions, and processes?

The Start, Stop, Continue exercise is very simple, but very useful, for team development, communications, growth, troubleshooting, and process improvement. It is an action-oriented retrospective, and can serve as a reset point.

In this session we will have a balanced discussion of areas for improvement, areas of strength & areas of opportunity as they relate to your mission statement, objectives, & performance.

We will come up with practical ideas for team-based improvement and action items we can implement right away!

YOUR TEAM WILL:

- Create a Start List: Things you feel would have a positive impact on the team that aren't already implemented
- Create a Stop List: Things within the team's control that aren't helping the team to achieve their goals and should be stopped
- Create a Continue List: Things that already worked well and should stay
- Discuss details and actions to ensure that these items either start, stop, or continue via shared behaviors, actions, and processes.

SWOT Analysis (Strengths, Weaknesses, Opportunities, & Threats)

Does your team desire to take a comprehensive look at where you are? Want to know what factors are vital to achieving success? Does your team have varying beliefs of the areas where you thrive and fall short?

SWOT analysis, a commonly used tool in strategic planning, will help your team to better understand your department or area. Your strengths are your critical success factors. Weaknesses are the factors that put you at a disadvantage. Openings in the field are your opportunities. Threats are the factors that may cause you negative impact.

This framework offers a way to explore internal and external factors that both contribute to and inhibit your team's success. Your strengths and weaknesses are viewed as internal organizational factors that team members are able to influence and directly impact. External organizational factors are influenced by team members, but they do not directly impact or control such factors.

During this session, team members will engage in dialogue and discussion to determine your team's greatest strengths, weaknesses, opportunities, and threats.

YOUR TEAM WILL:

- Identify strengths that offer a competitive advantage and can be built upon.
- Cite areas of weakness that can be shored up.
- Employ opportunities for which the team can make investments in your department or area.
- Recognize potential threats the team should monitor.

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ODE CONSULTING SERVICE INTEREST FORM

Help us to learn more about your team's needs, so that we can develop an intervention or experience to meet your specific goals, by answering the following questions.

You will find this form (automated) on our ODE website under the Consulting Services tab.

Please go to the website and submit your interest form online.

Website: hr.untsystem.edu/employee-resources/organizational-development-engagement-ode/

Contact Name

Title

Location

Phone Number

E-mail

Department/Group

Number of Department/Group Members

Please share a brief overview of what your consulting needs entail.

What do you hope will come out of your partnership with ODE (goals/performance changes)?

When do you hope to begin a discussion regarding your needs?

Projected Timeline



Organizational Development and Engagement (ODE)

UNT System Human Resources

Email: ODE@untsystem.edu