



Organizational Development Summary

What is Organizational Development? Organizational Development (OD) is the planned process of developing an organization to be more effective in accomplishing its desired goals. Some examples of OD initiatives include:

- Developing and affirming the organization's vision and values
- Working with the leadership team on the strategic direction and operational initiatives
- Conducting organizational assessment that focus on areas such as culture, employee satisfaction, organizational alignment
- Developing tactical action plans designed to address organizational gaps and barriers to performance success
- Formulating communication strategies that drive employee commitment and satisfaction
- Designing performance measurement tools to determine progress

A successful OD process can result in:

- effective strategic and operational plans;
- streamlined processes that maximize resources and staff talents;
- team development and effectiveness
- leadership development; and
- enhancement of value, quality and quantity of services.

An OD consultant works to bring about positive changes by working with the client on the following activities:

- defining the nature of the project;
- gathering data about the problem;
- analyzing the data;
- reporting the results back to the client; and
- suggesting ways to address organizational issues; and
- guiding the organization to implement the desired changes.



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Key Triggers for Organizational Development Consulting Services:

- Merger, integration, acquisition or divestiture
- Significant change in business direction
- Dramatic shift in performance expectations or measures
- Change in key leadership
- Team performance/dynamics are negatively impacting the business



Broad Organizational Development Questions:

Scope of Work	Description	<i>Sample Questions</i>
Organization Effectiveness	<ul style="list-style-type: none"> • Any system, tool or process designed to enhance individual, departmental and/or organizational success. Such change may require any number of activities, such as: <ul style="list-style-type: none"> • New culture definition initiative • Organizational communication plan 	<ul style="list-style-type: none"> • Has the organization experienced any significant change(s) recently that have impacted the way the company operates or how employees feel about the company? • If yes, how are you addressing this change?
Organization Design	<ul style="list-style-type: none"> • Design of an organization, functions or departments in an effort to ensure talent and processes are aligned with organizational deliverables and goals. 	<ul style="list-style-type: none"> • What is occurring that leads you to believe that your current organization design is insufficient?
Organization Assessment	<ul style="list-style-type: none"> • Organization-wide assessment of employee engagement, moral and understanding of the business goals and mission. 	<ul style="list-style-type: none"> • What do you hope to learn from an organizational assessment? • Do you have a defined culture statement and/or value system that employees are aspiring to work by?
Organization-Wide System/Process Change	<ul style="list-style-type: none"> • Planning and implementation of an organization-wide initiative that impacts individual or team performance (e.g., system roll-out). 	<ul style="list-style-type: none"> • How is the system-wide roll-out of the new 'X' going? Are you finding employees accepting of the change and eager to learn new things?



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Performance Excellence	<ul style="list-style-type: none">• Performance system(s) designed to manage individual performance that is in alignment with business-wide objectives?	<ul style="list-style-type: none">• What system are you using today to track organizational and individual performance?• Are you satisfied that this system is providing you the information you need while also promoting excellence?
Scope of Work	Description	Detailed Questions
Succession Planning	<ul style="list-style-type: none">• Designed to help prepare the organization for future growth, respond to anticipated and unanticipated changes, and align business resources with business objectives.	<ul style="list-style-type: none">• How deep is your current succession planning system?• Are you able to recruit, retain and utilize the very best resources available to you?• Do you feel like you have the bench strength to meet your growth plans?
Performance Coaching	<ul style="list-style-type: none">• Targeted development of a leader to ensure maximum personal and professional success through confidential coaching sessions.	<ul style="list-style-type: none">•
Team Intervention	<ul style="list-style-type: none">• Team-based intervention designed to address negative and ineffective team dynamics.	<ul style="list-style-type: none">• Are you finding that all of your teams are performing within the values and mission of the company?• What are the team behaviors that you are most concerned about?