

ORG -ology

Organization Development

The only constant is change





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ORGANIZATIONAL DEVELOPMENT: THE CHALLENGE

The only constant in the current environment? Internal and external factors are always changing. You've assessed your market. You've created your business strategy. So, is your organization:

- Effectively executing it?
- Investing their time in the most important tasks?
- Performing their best, or clocking-in with "good-enough"?
- Doing things once, correctly, or redoing-and-redoing?

Most organizations are "sort-of" sure they're doing OK. But they aren't investing in analyzing the day-to-day, or their culture, to specifically understand what's missing.

- Organizational development connects your business strategy to how people, process and technology will execute it
- Good organizational development considers your organizational culture and finds the right fit for your unique organization
- Organizational development improves how your organization works, to create bottom-line value

Org-ology's proven approaches identify the right organizational development solutions for your unique challenges, and execute projects to improve how you reach your goals.

ORG-OLGY ORGANIZATIONAL DEVELOPMENT APPROACH

Org-ology's approach to organizational development balances two key aspects:

- All organizations are unique and have unique cultures
- People are your biggest investment. 70% of organizational costs are people costs. And human behavior, as psychology shows us, manifests itself in recognizable, consistent patterns in organizations.

With Org-ology's deep understanding of business and human behavior, we identify how your organization is unique and define solutions based on behavioral data to help you better execute your business strategy.

Org-ology knows that no “magic bullet” solution works in every organization. Org-ology diagnoses what opportunities are available to you:

- Know where you’re going: what are your strategic goals?
- Know where you’re at: do you objectively know how your organization is working?
- Create a strategy: what changes are possible for you?
- Execute your unique organizational development strategy: how do you measure your impact?

Org-ology believes strongly in strategy alignment. We help our clients grasp the big picture and make an informed choice: you may choose one intervention or many. Critical to that choice is the strategy that ties your intervention to your business goals.

How We Do It

ORGANIZATIONAL DEVELOPMENT IN ACTION

Org-ology guides organizations through a methodical and pragmatic process to ensure an objective assessment builds the foundation of its clients’ choices.

VALIDATE YOUR STRATEGY

Org-ology’s over 20 years’ experience has shown that a collaborative validation of the business strategy reveals essential, sometime overlooked, information.

Based on the current rapid rate of global disruption and change, Harvard Business Review articles currently recommend reviewing your business strategy every 18 months. Org-ology acts as a facilitating third party, reviewing with clients:

- What market disruption are you anticipating?
- What assumptions did you base the strategy on?
Are those assumptions still valid?
- What risks and opportunities were considered?
Have new ones emerged?
- What concerns were omitted or not expressed in the strategy?

Org-ology challenges clients to work through their assumptions, lay bare their thinking and consider all options.

With smaller organizations this process may occur in a workshop format. Larger organizations may use diverse tools for this such as surveys, interviews, internal data reports, etc.

The essential output from this step is:



Case Study: See how Org-ology aligned strategy and requirements for a human resources transformation. Available on our website

- Current, specific, updated strategy “wish list”
- Unfiltered insight into strategic risks and opportunities
- Validation that the assessment of market disruption is complete

BASELINE YOUR WORK

Org-ology’s clients, without exception, have a moment of surprise at some point. It usually includes the statement “I didn’t know we did that...”.

Making informed decisions about how to work better requires an understanding of how you work now. This could include:

- Interviews
- Focus groups
- Work observation
- Data analysis and reviews
- Surveys

Additionally, Org-ology’s experience has shown that often in the process of working on a single, identified issue, such as a training workshop, staff share a great deal of insight into mis-alignment of day-to-day work. The data shared in these types of interactions is highly valuable and should be captured for further investigation.

The key output from this step is:

- Top-down and bottom-up knowledge of the work done
- Insight into “work-arounds” and ad-hoc adjustments
- Overview of how IT and business processes help or hinder work

CREATE PRAGMATIC STRATEGIES THAT SUPPORT THE BUSINESS STRATEGY

Org-ology knows that there is always more work that *could* be done than *can* be done. The difference between excellence and “ho-hum” is prioritizing your options and developing executable action plans that target high-value investments.

Org-ology develops value-based recommendations that are specific for each client’s unique culture and strategic goals:

- What gap is being targeted?
- How does that align with the business goals?
- How will it resonate in the organizational culture?

- What's the plan for integrating this change?

Initiatives could include but are not limited to:

- Performance management
- Culture change
- Communications
- Organizational re-design
- IT system reassessment
- Business process changes
- Succession planning
- Leadership development
- Targeted workshops
- Coaching
- Team building and group dynamics
- Project management culture

Case Study: See how Org-ology helped organizations achieve success through succession planning, performance management, and apprentice development. Available on our website

A strategy will contain facets from many of these areas. Org-ology supports its clients through internal expertise as well as a broad network of international client service professionals.

The key outputs from this step are:

- A strategically linked plan of interventions
- An assessment of the cultural impact on the organization
- A plan that predicts change impacts and defines change tactics

EXECUTE YOUR STRATEGY: MEASURES AND EVALUATIONS

Org-ology sets itself apart by not just executing intervention activities, such as workshops or training, but by monitoring and measuring impact and results.

Specific to each client's intervention and needs, Org-ology applies different techniques during execution. This could include but isn't limited to:

- External execution markers (Kirkpatrick Level-3 evaluation)
- Workplace observations
- IT-systems data
- Surveys (customer, suppliers, etc.)
- Financial markers

Case Study: See how Org-ology helped a foreign government define and execute measures and evaluation that helped establish its new democracy. Available on our website

Insight into impact and results during the roll-out of the intervention enables Org-ology and its clients to adjust and adapt their strategic choices based on success metrics.

Further, Org-ology knows the importance of knowledge transfer: we continually collaborate with our clients to ensure knowledge transfer and knowledge management. Org-ology is happy to provide as much individualized support as you need, but we also work to set our clients up to repeat this work on their own.

The key outputs of this step are:

- A successfully executed organizational development initiative
- Data measuring impacts and success
- A client with a full understanding of the work that's been done, able to repeat it if desired

WHY US

Org-ology's organization development programs offer what others don't:

- We've worked across consumer products, finance, government, nonprofit and more: we know you're unique and don't offer cookie-cutter solutions.
- We have global, multi-national and multi-lingual experience. We understand global work and cultural uniqueness
- We know that any solution needs to be pragmatic

Org-ology, through our long-standing relationship with organizations like yours and our substantial public and private sector practice, is uniquely qualified to assist your organization in achieving its goals. Our team of professionals brings well-established, positive relationships, deep technical expertise, and unparalleled public and private sector experience. We are the right choice and distinguish ourselves from the competition in the following ways:

INNOVATIVE SOLUTIONS — With over 20 years' experience with similar organizations, the most important client is you. We use our experience to find the best solutions for your organization, with its unique challenges. Using creativity, pragmatism and data we put our deep experience to work for your organization.

BUILT TO SUCCEED AND SUSTAIN — We believe in delivering lasting success. Value, cost-savings and ROI all come from successfully implementing the right project in the right way.

True value and cost savings comes from a project that can sustain and continue to succeed after its been launched. Our solutions demonstrate that value.

DEMONSTRATED TRACK RECORD — Org-ology has deep and broad experience in the public and private sector. Key to our retention has been a record of strong client service and consultative services. We have provided innovative and strategic solutions that have resulted in significant savings for our clients and their employees and participants. To illustrate this point

our leadership has served the State and Federal agencies for more than 20 years. Our public and private sector client list illustrates our knowledge and understanding of industry-specific processes, challenges, and solutions.

QUALITY PRODUCT DEVELOPMENT AND DELIVERY — You will receive very high quality work from committed professionals while consistently meeting your deadlines.

You will always receive a consistently high level of service throughout the contract period from an organization that is committed to your success. This commitment to service excellence has been a key driver of our strong client growth and our continuous relationships with our clients. This growth has allowed us to invest in research, development, education and training, and to recruit some of the best and brightest professionals in the industry to meet your needs.

VAST RESOURCES — Org-ology and our partner firms are comprised of several complementary practices that include Organization Design/Re-organization, Employee and Organization Performance Management, Change Management Consulting, Human Capital Development, Employee Training, leadership coaching and Engagement, Management Consulting. Over the course of our relationship, issues may arise which are outside the confines of the coaching support services. We are able to assist you in addressing these topics through a broad network of local and national client service professionals.

HIGH VALUE — Org-ology is committed to offering you value in consulting services. We look forward to bringing innovative solutions as you seek to provide cost-effective and quality services to your constituents.

If you have any questions regarding this proposal, please contact Dr. Brent Oberholtzer at (301) 789-9795 brentoberholtzer@org-ology.com or Heidi Feickert at (240) 620-3655 heidifeickert@org-ology.com.

Sincerely,
Org-ology

ORG-LOGY PAST PERFORMANCE

The key to exemplary professional services are diverse, talented, experienced, and dedicated professionals. Led by our principals, the multidisciplinary team of professionals selected to serve you brings a combination of high-level client service, public and private sector industry knowledge, consulting experience, and business acumen that you will not find from another service provider. Collectively, they possess the breadth of skills needed for your organizations current and future needs.

Various past performance are available upon request

SOME OF OUR PREVIOUS CLIENTS

