

# ORG -ology

Performance Coaching

Individual and Group Coaching





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## TARGETED AND EFFECTIVE COACHING: THE CHALLENGE

Up to 70% of an organization's costs are people costs. How does an organizational leader decide which choice to make when no option is good, all choices could result in job loss and time is short?

Achieving and leading in an organization whose primary capital is people requires complex evaluative skills, reflection and sensitivity in interpersonal dynamics.

- The complex skills required to succeed in these situations are very different from technical skills
- Classroom training does not provide the space for individualized growth needed to acquire this perspective
- Coaching, group or individual, provides a space for specific growth and targeted reflection needed to learn and develop this insight.

Org-ology applies proven approaches in coaching, ensures staff have a confidential space to dynamically test ideas, and develops leaders able to achieve your organizational strategy.

## ORG-LOGY COACHING APPROACH

Org-ology's approach to coaching balances and combines three key aspects:

- Psychometric self-assessment, providing data around innate preferences and bias
- Designating measurable development targets
- Key tools or research topics providing as-needed outside expertise

With these focus areas, Org-ology can create a combination of a personalized baseline, accountability and as-needed outside information that adapts and grows in response to the workplace challenges each coachee needs.

Our coaching development model is based on phased development and skill acquisition:

- Understanding strengths and gaps
- Visualizing a better future organization
- Acquiring the tools and insight to build that future
- Building the future

Org-ology builds a fundamental basis of personal and technical knowledge. On this basis the coaching process can link to your unique organization's strategic priorities and work on real day-to-day challenges.

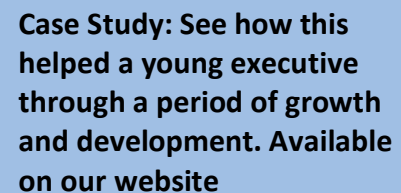
## HOW WE DO IT

### COACHING FORMATS

Org-ology applies this methodology in two formats: individual coaching and group coaching. Depending on goals and need, a format can be defined that is specific to your organizational culture.

### INDIVIDUAL COACHING

Individual coaching with Org-ology is best suited to staff with highly specific or confidential needs, challenges that fall outside of technical training, cross-functional environments or strategically accelerated targets. Org-ology coaching offers a confidential space to test ideas and resolve conflicts outside of the organizational hierarchy.



**Case Study: See how this helped a young executive through a period of growth and development. Available on our website**

Individual coaching has a 3-step initiation process:

1. Personalized baseline: application of psychometric evaluation instruments
2. Organizational baseline: assessment of workplace challenges
3. Goals and progress agreement

**Personalized baseline and psychometric evaluation:** Org-ology develops an in-depth personalized profile of each coachee. This personalized profile establishes a level of honesty and openness that is foundational to the coaching process. Org-ology uses a combination of the following tools:

1. The Thomas-Kilmann Instrument (TKI) tool assesses typical behavior in conflict situations and describes it along various dimensions
2. The Myers-Briggs Type Indicator (MBTI) tool is based on the theory of psychological types described by C. G. Jung. The essence is that much seemingly random behavior is actually

quite orderly and consistent, being due to basic differences in the ways an individual prefers to use perceptions and judgments.

3. The Fundamental Interpersonal Relations Orientation (FIRO-B) tool helps an individual understand interpersonal needs and how those needs influence communication style and behavior in professional performance.
4. The Managerial Style Questionnaire (MSQ) tool helps identify an individual's use of different leadership styles and which style is most often used.

Coachees may have been exposed to some of these tools in previous interactions. By combining them in this baseline profile Org-ology challenges coachees to a comprehensive recognition of their own biases and preferences. This is essential to building a complex understanding of interpersonal dynamics.

**Organizational baseline:** Org-ology works with the coachee to develop an understanding of organizational challenges, strategy, issues and needs. As needed and appropriate this process could include gathering feedback (360) from others and gaining more clarity on the individual's and the organization's goals for the coaching discussions.

**Goals and process agreement:** Coaching is based on mutual trust and a willingness to be coached. If a commitment to work together exists, the coach and the coachee agree upon:

- Process
- Goals
- Schedule
- Commitment

There may also be some professional reading involved as needed

## GROUP COACHING

Org-ology's group coaching model applies the individual coaching process to an intact team of staff, leaders or executives, enabling them as a group to better execute your organization's strategy.

Group coaching targets both individual development as well as improved group dynamics. Every organization has core leadership teams. And, often those teams are distracted by politics, relationships, misunderstandings or style preferences or bias. Productivity is lost at the most impactful organizational level.

**Case Study: See how this defined a shared leadership team through transition, growth and development. Available on our website**

Org-ology's group coaching is done with teams of up-to 7 individuals, who work together on a regular basis. If each team member agrees to the group process, the individual team members begin the process as with individual coaching:

1. Personalized baseline: application of psychometric evaluation instruments
2. Organizational baseline: assessment of group challenges
3. Goals and progress agreement

However, the goal-setting and engagement style are unique in the group coaching process.

**Goal-setting:** within the group coaching model, each team member may select individual goals in addition to the group goals.

Group goals will be established as a consensus of the team and strategic organizational input.

**Engagement style:** Org-ology engages each member of group coaching in individual sessions as well as engaging in group sessions to observe or moderate as needed. Specific to each team's needs, Org-ology engages regularly in all-team work sessions, such as:

- Observing a weekly meeting
- Moderating a status-update session
- Facilitating difficult planning discussions

Org-ology's group-level engagement enables the following:

- Give coachees feedback during individual confidential sessions on observed behaviors
- Facilitate difficult interactions and model appropriate behaviors
- Give outside perspective on external resources or learning
- Give targeted assessments on improving group interactions

As needed Org-ology can also diagnose and offer skills-based workshops to improve the group functioning.

## WHY US

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

- Org-ology's structured approach balances personal insight with applied goals to ensure the coaching output has an organizational impact.
- Org-ology is an organizational development specialist. As such, our coaching guides your staff and teams from an organizational development perspective: how is our coaching work helping you execute your strategic plan?
- We bring human psychology and change management expertise. Human behavior is complex: our nuanced understanding of personal and organizational change enables us to bring greater value to each coaching relationship.

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](mailto:brentoberholtzer@org-ology.com) or Heidi Feickert at (240) 620-3655 [heidifeickert@org-ology.com](mailto: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

