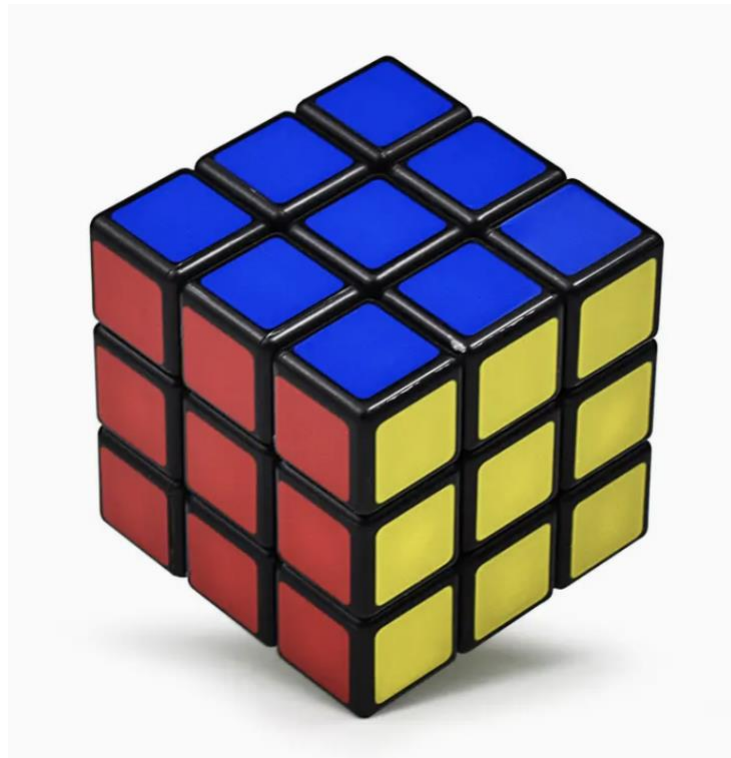


ORG -ology

ORGANIZATION TRUST INVENTORY (OTI)®

The Science and Measures Behind Trust





North America Corporate Office
New York City

European Office
Barcelona, Spain

INTRODUCTION

Trust is an often-overlooked factor in organizations that can greatly accelerate or slow perfectly well-designed business processes. A lack of organizational trust can greatly reduce performance while leaving the vague impression: shouldn't we be able to do better than this? This instrument is built around a core of 20 behaviorally-based statements which help reveal the level of trust an individual has for her/his peers, managers, senior leaders and the organization as a whole. When these responses are consolidated, it provides senior leaders with a broad picture about the level of trust in their organization and creates a conversation around possible ways forward.

4 AREAS OF MEASURE



Direction and Goals of the Organization
(D)

Reinforcement of Organizational Values
(R)

Open Communications within the
Organization (O)

Personal interaction within the
Organization (P)

DIRECTION AND GOALS OF THE ORGANIZATION (D) represents the context in which the team focuses on the organization's success through internal trust. Achieving real trust and motivation, where strategy, goals, and meaningful purpose reinforce one another, gives an organization a major advantage because it has a clearer sense of what to do at any given time. Leadership can trust people to move in the right direction.

REINFORCEMENT OF ORGANIZATIONAL VALUES (R) represents the context in which the team focuses on the organization's success through its core values that explain the organization's beliefs about people, work and non-negotiable behaviors. These questions consider the "moral compass" that guides and helps employees understand how they should treat each other at work and how they should treat customers and clients. They also help employees understand how the organization intends to achieve its vision and increase its effectiveness.

OPEN COMMUNICATIONS WITHIN THE ORGANIZATION (O) reflects how the team focuses on the organization's success through communications, which is at the core of building trust. Building trust involves managing communications and creating the right channels to give employees more of a voice and encourages discussion around what needs to be done. A workforce that trusts its leaders and really understands what's happening within the company will be more satisfied, more productive, and better able to contribute ideas for improvement.

PERSONAL INTERACTION WITHIN THE ORGANIZATION (P) reflects how the team relies on interpersonal relationships to pursue the organization's success. Good communication in the workplace depends on personal interaction, because people rarely communicate openly without it. When trust is lacking in a relationship, both parties may hold back information and doubt the information presented by the other person. The more you trust the person you're communicating with, the more likely you are to share information freely and to let the other person know how you really feel about the situation. Efficient and successful organizations value clear and complete communication in the workplace.

WHY US

Org-ology is a global organization development and organization design consulting firm staffed with various skill sets including medical doctors, consulting psychologists, and other highly skilled practitioners. These specialists represent the most qualified and capable in their competency areas to coach your staff and teams from an organizational development perspective.

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—Our qualifications demonstrate that we've worked with many organizations similar to yours. This depth of experience is important because it enables us to offer you innovative thinking and solutions that are pragmatic, unique, and right for you.

With more than 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 return on investment (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 it's been launched. Our solutions demonstrate that value.

DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA)-CERTIFIED—DEIA is not a trend. For over the last decade Org-ology consulting services have integrated the DEIA lens into our work.

Diversity, Equity, Inclusion and Accessibility are central high-functioning, best-in-class organizations. We approach this through:

- Improving policies and practices to create and support full diversity
- Building a culture of trust, respect, and engagement for all employees
- Focusing on an organization that allows not only for all groups to thrive but also increased organization effectiveness
- Assessing and adjusting to evolve as decision makers to:
 - Admit when course corrections or other alterations need to be made.
 - Continue to “listen to learn” from diverse viewpoints along the way.

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, and Management Consulting. Throughout the course of our relationship, issues could arise which fall 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. By selecting Org-ology, you will get high value consulting services for the fees paid for each of the services mentioned above, especially our public sector experience. Our pricing reflects professional fees that recognize the economic realities of public sector consulting.

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 is 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 evaluations are available upon request

SOME OF OUR PREVIOUS CLIENTS

