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Mastering Organizational Effectiveness

Module 1—Organizational Effectiveness

Welcome and Course Overview

The Changing Business World

Navigating Through Change

What is Organizational Effectiveness?

Moving the Company Forward

Module 2—The Consulting Process

Introduction to Consulting

How Shall I Address You?

Going Beyond Techniques

The Contracting Overview

The Contracting Meeting

Consulting Challenges

Recognizing Resistance

Managing Resistance

Getting the Information You Need

Preparing for Client Feedback

The Implementation Process

Module 3—Customer Focus

A New Way of Thinking

Customers – Who Are They?

Developing the Right Attitude

Understanding Your Working Style

Working With Other Styles

Quality Groups – Keys to Success

Quality Groups – The Six-Step Process

Module 4—Communication and Influencing Skills

What is Effective Communication?

Finding Your Own Voice

Communication Styles and Skills

Listening Skills

Giving and Receiving Constructive Feedback

Influencing as a Tool for Effectiveness

Influencing Strategies, Part 1

Influencing Strategies, Part 2

Persuading

Power and Influence Techniques

The Cohen-Bradford Model

Module 5—Conflict Resolution

Defining Conflict
Sources of Disagreement
Conflict Management Styles
Preparing for a Difficult Conversation
Conflict Resolution Skills, Part 1
Conflict Resolution Skills, Part 2
Conflict Resolution Skills, Part 3
Module 6—Diversity in the Workplace
Defining Diversity, Part 1
Defining Diversity, Part 2
Equal Employment Opportunity and Affirmative Action vs. Diversity
Legal Aspects of Diversity
Biases, Prejudices, Stereotypes, and Ism's
Implementing a Diversity Action Plan
Module 7—Getting Things Done
Setting Goals and Things That Get in the Way
Project Management
Managing Times and Priorities
Coping and Stress Profile
Communication Skills for Coping and Getting Things Done
Module 8—Team Effectiveness
What is a Team?
Stages of Team Development
The Mission Statement, Roles, and Goals
Your Effectiveness as a Team Member
Learning Styles and Team Effectiveness
Course Conclusion