

TRAINING AND HR SOLUTIONS

Organizational Management



TRAINING AND HR SOLUTIONS





Organizational Management

Organizational Management (OM) provides planned, facilitated, leadership-driven, organization-wide services to increase your organization's overall effectiveness and health. Trained facilitators assist management undertaking organizational change, workforce planning, continuous quality improvement, and conflict resolution through planning, self-assessment, organization diagnosis, and feedback processes. Underlying beliefs about the important components of a healthy organization includes such areas as open communication, mutual trust, the importance of employee involvement, and appropriate decision-making. These services help link training, budgetary resources, and organizational structure with a path forward.

Examples of our facilitated services include:

- Strategic Planning
- Relationship & Team Building
- Leadership Development
- Organizational Assessments
- Change Management
- Process Improvement

Organizational Effectiveness

Using facilitated meetings, we work with management to undertake organizational change involving strategic planning, self-assessment, organization diagnosis, feedback processes, data gathering and measurement, and action planning with the objective to improve the organization's capacity to serve its customers.

Strategic Planning: Consultation and facilitation services provided in the process of defining your organization's strategic direction and making decisions on how to allocate its resources to pursue this strategy. We can help with the development or review of your organization's mission, vision, and values; conduct an environmental scan to assess the current situation and where you want to be; help establish strategic priorities and set measurable goals and objectives; and develop performance measures that will track your progress.

Leadership Assessments: Provide access to tools that can provide feedback to individuals and management teams on current capabilities related to key leadership competencies.

Upcoming Planned Courses:

iLead Organizational Leadership Training: This training program will be for managers and those responsible for setting strategic goals and agency vision, developing, and implementing plans and policies, and ensuring organizational agility. Topics will include problem solving, strategic planning, managing organizational risk, establishing best practices, and increasing productivity through employee and stakeholder engagement.

iLead Continuous Quality Improvement

Specialized resources, training programs, and networking opportunities to support continuous quality improvement efforts across state government include:

iLead Continuous Improvement Practitioner

Program: This program provides program, process, and project managers with skills in project management, change management, and process improvement to lead and facilitate quality initiatives that support the GEAR principles of efficiency, effectiveness, and accountability.

iLead Project and Process Leadership Training:

This training program supplements and supports the Continuous Improvement Practitioner program by providing quality improvement training focused on engaging and influencing people in their organization's improvement efforts.

Continuous Improvement Recognition Programs:

We have two award programs that support continuous improvement efforts across the State by recognizing individuals and teams state employees that use quality improvement tools, leadership, and effective communication to produce significant results and superior customer service. The GEAR P3 Trailblazer Award recognizes innovative projects implemented by individuals or small teams of employees (five or fewer) that increase the efficiency, effectiveness, and accountability of State Government. The Governor's Team Excellence Award is presented annually to teams of up to 20 state employees that have clearly demonstrated a commitment to using continuous improvement

methodologies and disciplined project management to deliver innovative, sustainable, and highly efficient business processes and services. Nomination forms for both of these awards can be found on the [Statewide Recognition website](#).

Relationship and Team Building

Communication within an organization creates a productive, team-based environment that builds trust and respect. To assist in improving communication we offer the following services:

Conflict Resolution Program

Delaware's Conflict Resolution Program is an informal, but structured, group of facilitation services and training to assist individual participants in working through and resolving their problems, resolving conflicts, and promoting positive working relationships. The program is provided by trained facilitators at no cost to the participants.

Once a request is received, an assigned facilitator contacts the parties to schedule the session. The process normally includes:

- An initial joint meeting
- Individual meetings with each participant
- A full joint session

Team Building Facilitations

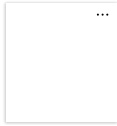
Customized activities and training programs designed to improve team dynamics and promote a positive work culture. Common areas addressed through these facilitated activities include communication, workplace behavioral styles assessments (DiSC styles), and diversity and inclusion.



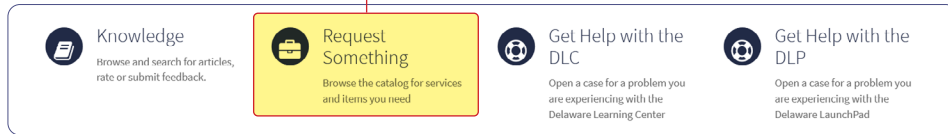
Requesting Training Services

1. Log in to ID.Delaware.Gov

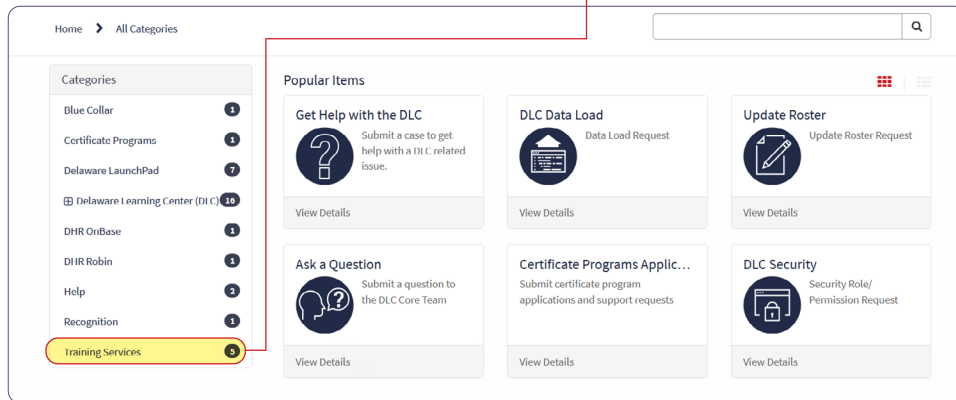
2. Click on the **Training and HR Solutions Support** tile.



3. Click **Request Something**.



4. Click **Training Services** from the left-hand menu.



5. Click on the appropriate tile for the service being requested and complete the required fields in the returned form.

