

**ORGANIZATION  
DEVELOPMENT  
CERTIFICATE PROGRAM**

## **ORGANIZATION DEVELOPMENT CERTIFICATE PROGRAM**

This 10-day, 65 instructional hour program covers specific topics in Organization Development. Each session is delivered in an interactive, hands-on environment to enhance individual learning as well as group dynamics.

The Organization Development (OD) Certificate Program covers the fundamentals of OD as it is currently practiced in successful business organizations. The program is organized around key skill sets and intervention types. Through the program's focus on key concepts, work with skill sets central to the discipline, and intensive individual assessment by the teaching faculty, participants who successfully complete the program will be equipped to enhance their business performance and the quality of the work life of their organizations.

To earn a Certificate in Organization Development you must complete all nine modules.

### **Who Should Attend?**

The UNC Charlotte Organization Development Certificate Program is designed with the human resource professional in mind.

This program will benefit:

- Vice Presidents, Directors and Managers of OD
- Organizational Development and Organizational Effectiveness Practitioners
- Internal and External OD Consultants
- Human Resource Directors and Managers
- Learning and Development Managers
- Operations Training Managers
- HR Generalists

### **What Are The Benefits?**

You will benefit from the cutting-edge topics and experiential approach to learning in this program. The combination of theory and practice provide the background, foundation and skills sets needed in the OD arena.

After completing the program, participants will know how to:

- Define organization development
- Understand how the OD process fits into the overall organization
- Utilize models for OD
- Effectively use the seven phases of the OD process
- Identify various OD roles within an organization
- Implement methods of diagnosis
- Use different types of OD interventions
- Evaluate an OD project
- Practice ethical principles of OD
- Interpret personality instruments to see how individual goals can compliment

- organizational goals
- Assess teamwork and psychological dynamics within your organization
- Use strategy and organization design to help an organization meet its goals and objectives
- Research, collect and analyze information
- Perform needs assessments and skill assessments
- Understand business mentality and the OD/business partnership

### Course Schedule – 8 Modules

<b>MODULE</b>	<b>TOPICS</b>
<b>Module 1 – Introduction to OD</b>	<ul style="list-style-type: none"> <li>• Models of Organization Development</li> <li>• Intro to the 7 phase Consulting Process</li> <li>• Change principles and strategies</li> <li>• Ethical Considerations</li> <li>• Examples of individual, team, and organizational interventions</li> </ul>
<b>Module 2 -- Personality</b>	<ul style="list-style-type: none"> <li>• Personal Assessment</li> <li>• Understanding Individual Differences</li> <li>• Organizational Assessment</li> </ul>
<b>Module 3 – OD Data Collection / Needs Analysis</b>	<ul style="list-style-type: none"> <li>• What Data to Collect</li> <li>• How to Collect the Data</li> <li>• Analyzing the Data</li> </ul>
<b>Module 4 – Individuals and Interpersonal Relationships</b>	<ul style="list-style-type: none"> <li>• Motivation Concepts</li> <li>• Interpersonal communication</li> <li>• Conflict management</li> </ul>
<b>Module 5 – Managing Human Performance</b>	<ul style="list-style-type: none"> <li>• Job design and competency development</li> <li>• Performance Management Process</li> <li>• Reward strategies</li> <li>• Coaching, mentoring and development</li> </ul>
<b>Module 6 – Group and Intergroup Dynamics</b>	<ul style="list-style-type: none"> <li>• Group dynamics</li> <li>• Team building</li> <li>• Meeting management</li> <li>• Facilitation techniques</li> </ul>
<b>Module 7 – Process Management</b>	<ul style="list-style-type: none"> <li>• Process management</li> <li>• Customer service- moments of truth and cycle of service</li> <li>• Total Quality Management</li> </ul>
<b>Module 8 – Strategy and Structure</b>	<ul style="list-style-type: none"> <li>• Visions, missions, and values</li> <li>• SWOT Analysis</li> <li>• Strategy development and analysis</li> <li>• Developing an appropriate organizational structure</li> <li>• Organizational cultural attributes</li> </ul>
<b>Module 9 – Improving Organization Performance</b>	<ul style="list-style-type: none"> <li>• Business simulation</li> </ul>