Organization and Employee Development

Dawn Hecker, Human Resources Development
Organization Development

• Consulting services to support units in meeting their business objectives through enhanced team effectiveness.

OD services include:
• Team development/alignment
• Strategic planning
• Behavioral style profiling
• Process analysis and improvement
• Vision, mission, goal-setting
• Change management
• Conflict resolution
• Unit assessments and interventions
Organization Development

Common elements in effective work environments

- Effective processes
- Clear roles within a structure that works
- Effective communication
- Clear expectations for performance and behavior
- Timely informal and formal feedback to maintain accountability for job performance and appropriate behavior

Required: A foundation of effective leadership
Human Resource Development

Human Resource Development
• Anticipating and meeting the needs of the University’s support staff employees to align professional development opportunities with institutional priorities and direction

New directions and upcoming opportunities
• Reviewing all HRD offerings and methods to find new ways to deliver training and professional development programs to support staff
  • Catalog classes
  • Customized departmental programs
• Online learning – in partnership with IT Services and Skillsoft -- bringing professional development workshops and technical training in online format
• Additional leadership development programs and resources
Human Resource Development

New directions and upcoming opportunities

- HR-Payroll training
  - Reviewing all content now on EBS website for accuracy, timeliness and accessibility to users
  - Goal is to be sure training is relevant and available just in time
  - Expect to see: Updated documents, video tutorials, additional instructor-led workshops

- Process Mapping training
  - By end of June nearly 250 people through program – 35 processes reviewed
  - Teams across university units
  - Additional offerings in summer and fall
  - Developing support to help participants deepen and apply class learning
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