

**Organization Development
Service-Level Agreement
Staff Education & Development
UC San Diego Human Resources Department**

The phrase “organization development” applies to efforts taken to improve the structure, policies and practices, leadership, or working relationships within an organization. Staff Education & Development (SED) is one of several divisions of the UC San Diego Human Resources Department that offer organization development (OD) services. SED specializes in services that enhance the competency and commitment of leaders and their employees.

Services:

- Team building
- Strategic planning
- Retreat Facilitation
- Workshops (customized and original)
- Individual consultations
- Small group consultations
- Identifying and analyzing needs
- Recommending strategies to address needs
- Coaching leaders
- Follow-up support
- Developing skills and knowledge (formal or informal teaching and training)
 - Communication skills
 - Interpersonal effectiveness
 - Creative thinking
 - Problem-solving
 - Conflict management
 - Leadership
 - Supervision
 - Trainer training
 - Public speaking and presentation skills

Fees: We do not charge for our time. The only fees involved in our services are for recovery of the cost of expenses or materials, e.g., photocopying, flipcharts, etc.

What you can expect from us:

1. We will undertake a project with the approval of the responsible manager. Our primary client in an organization development initiative is the requesting manager or supervisor.
2. We will conduct one or more preliminary intake interviews to clearly understand your goals and the kind of initiative or intervention you would like to have for your group.
3. We will provide a written proposal explaining our assessment of your needs and understanding of your goals and recommending a strategy for accomplishing them, including referrals as appropriate.
4. We will conduct all meetings, programs, or interventions in a professional way, respecting confidentiality at all levels of your organization.
5. We will use up-to-date tools and technology to accomplish your goals.
6. We will provide a timely invoice.
7. We will provide you with a mechanism for giving us feedback about your experience of working with us.
8. We will make ourselves available for follow-up support, as appropriate within available time.
9. We will schedule a debrief session with the primary client after the service is provided for continuous improvement.

What we ask of you:

The success of any organization development initiative rests in large part on the commitment of manager clients.

1. We ask that you meet with our consultant, in person whenever possible, in order to discuss your goals and related issues and concerns. The typical meeting lasts from 60 to 90 minutes.
2. We ask that you will commit to attending all appropriate events, or send a suitably authoritative surrogate, to provide opening and closing remarks in support of those events and a rationale, purpose and goals.
3. We ask that you will prepare your employees for any programs or events that involve them so that they will understand why they have been asked to participate and what are the goals.
4. We ask that you will provide the facility, audiovisual equipment, and food (as appropriate) for programs and meetings.
5. We ask that you will manage the print production of materials for participants once we have finalized them.
6. We ask that you will participate in any appropriate follow-up strategies that will ensure sustainable success.
7. We ask that someone on your staff who was present at an event be responsible for transcribing output.
8. We ask that you will provide us with feedback about your experience of working with us using the POS online survey we will send the primary client.
9. We ask that your group provide us with feedback about the workshop, if applicable, using our online survey.