Organizational Development & Training

Meet the Transformation Artists who provide training; organizational initiatives; and who offer a list of Consulting Services.

myOCLearn
Orange County’s online Learning Management System (LMS), offers a wide range of training services and events.

The Passport Series
Register for facilitator led and on-line professional and leadership development courses in myOCLearn.
Culture by Design is a choice.
A choice to change a behavior to make us better.
A choice to make a positive impact.
A choice to enjoy your work and the people you work with every day.
Dear Orange County Employees,

It’s been a year of expansion and growth within our HR Organizational Development & Training team. In April 2018 we launched myOCLearn (our new Learning Management System) which gave us the capacity to update and stream-line our registration process for The Passport. With myOCLearn, you now have the ability to self-enroll for trainings and events, access new on-line training courses, and print your training records and class certificates on demand.

New for 2019…

We’re delighted to announce the publication of our new Organizational Development & Training 2019 Catalog of Services entitled Our Culture of Development. This new catalog of professional and organizational development services is another milestone among many in the evolution of our desire to become a great learning organization.

Here are a few of the highlights you will find in this new catalog of services:

• We have added our team’s individual profiles for you to learn more about your favorite trainers.

• A list of all of our consulting services can be found in one place.

• Have you heard of Design Thinking? Find out how your team can experience the process of creating new and innovative processes and services by going through our Design Thinking “Crash Course.”

• The Passport has two new series that are self-paced and are taken at a computer.

The Organizational Development & Training team has always grown and evolved through listening to employees who attend our in-person classes and workshops. This is truer than ever before, and we are so honored by every voice and life that joins this adventure of learning, even if you take just one class. With deep gratitude and, yes, appreciation, your

Organizational Development & Training Team
Human Resources Division

P.S. — We welcome any feedback you have about the new catalog of services or any unexpected issues you might encounter using the myOCLearn system. You can email us at myOCLearn@ocfl.net

Craig Lee, MA, CPT, CHC
Craig Lee is the HR Organizational Development & Training Administrator for Orange County Government. He is a native of Orlando and has worked with Orange County since 2006. Craig teaches management trainings such as Coaching and Feedback, Supervisory Skills, Effective Meetings, and Hiring for Cultural Fit. Craig’s expertise in executive leadership has given him the opportunity to create and coordinate the Visionary Series, conduct leadership Team Playbooks and provide executive coaching. Craig holds a Bachelor of Science in Behavioral Science from the University of Louisiana-Lafayette, and a Master of Education from Southwestern Seminary. He is also a Certified Personal Trainer and Health Coach with the American Council on Exercise.

Nury Alers, MS, DT Cert
Nury is currently an Advisor in the Organizational Development & Training team and has worked for Orange County Government since 2016. Nury’s background in education in both the private and public sector includes teaching, school principal, associate superintendent, college professor and Virtual Learning Specialist. Nury holds a Bachelor’s Degree in Education and a Master’s in Curriculum, Instruction and Assessment. Nury holds certificates from IDEO University in Storytelling for Influence and Leading for Creativity. Nury’s involvement with Design Thinking started when she collaborated with the Florida Hospital Innovation Lab as a facilitator and implementer of the Design Thinking process. Since joining Orange County, Nury’s passion for Design Thinking has been integrated into both classroom facilitation and online learning opportunities. Nury is overseeing several innovation projects in the County.
Erica Martin, PhD
Dr. Erica Martin is an Organizational Development & Training Advisor for Orange County Government. Since 2015, she has worked for Orange County, previously serving as 311 Training and Development Coordinator. In her role, she developed and implemented training programs for 311 Service Center Specialists and emergency activation training for Orange County Emergency Call Takers. Dr. Martin’s areas of focus include conflict resolution, organizational development, and citizen empowerment. She is a recipient of the 2008 President’s Volunteer Service Award and 2012 Alpha Kappa Alpha Spirit of Service Award. She received her Bachelor of Science in Psychology from Florida State University, Master of Public Administration from Strayer University, Master of Public Administration from Strayer University, and Doctorate of Philosophy in Conflict Analysis and Resolution from Nova Southeastern University. In her spare time, Dr. Martin likes to spend time with family and friends and provide mentorship to foster care youth.

David Buning, MHR
David Buning has worked for Orange County Government since 2012. Hired into an Organizational Development & Training Advisor role, David has developed numerous relationships and worked with Directors, Managers, Supervisors, and employees throughout the entire organization. In addition, David has been instrumental with administering Employee Engagement Surveys, creating Team Playbooks, and facilitating The Leadership Challenge to managers and supervisors. David holds a Master’s degree in Human Resources from Rollins College, a Bachelor’s degree in Management from the University of Phoenix, and an Associate’s degree in Culinary Arts from Boise State University. David made a transition into Human Resources after working in the Food and Beverage Industry for over 20 years.

Leslie King, MA-ISD, Cred MT, HPI Cert
Leslie King is a credentialed Master Trainer through the Association for Talent Development and holds a Master’s Degree in Instructional Design and a certificate in Improving Human Performance. Through her 20 years of experience Leslie has taught soft skills to employees from many local businesses including Walt Disney World, Publix, FedEx and UPS. Working for United Way provided many opportunities to train as well as build relationships with leaders from across our local area. As an Instructional Designer for General Dynamics Information Technology, she built coursework for the Veterans Benefits Administration with one of her projects winning a Brandon Hall Award for Best in Custom Content. Leslie has worked for Orange County Government since 2012 and continues to teach classes as well as design county-wide eLearning courses such as HIPAA and Emergency Activation/Pay Code. She also continues to be highly involved with the United Way as part of the Orange County Leadership Team for our annual campaign.
CONSULTING SERVICES

What is Organization Development?

Organization Development is an effort that is:

- Planned
- Organization-wide
- Managed from the top
- Increase organization effectiveness and health
- Through planned interventions in the organization’s “processes,” using behavioral-science knowledge.

This means focus is on developing organization capability through alignment of strategy, structure, management processes, people, and rewards and metrics. (www.odnetwork.org)

Custom Courses
A department may request a custom course in order to help accomplish their organizational goals. A needs assessment will be conducted to help design the perfect solution for your team.

Team Building
We offer activities and events that are designed to increase motivation and promote cooperation amongst individuals while teaching them how to work together more effectively as a team.

Executive Coaching
Executive Coaching uses a wide variety of behavioral techniques in order to assist the leader in achieving an identified set of goals that will improve their professional performance, personal satisfaction, and ultimately improve the overall effectiveness of the organization.

Organizational Development Interventions
What is an Organizational Development Intervention? It is an active process of analyzing a section of our population to determine the current situation, the future goal, and the causes for the gap. We use a process of analysis which includes but is not limited to:

- Engagement Survey
- Metrics and Analytics
- Focus Groups
- The Leadership Challenge
- Design Thinking

At the end of the process, we compose a report which is provided to Division/Department Leadership describing analysis and our recommendations to close the gap and move the group closer to their future goals.

If you are interested in hearing more about this service, contact us at OD.Training@ocfl.net

Team Playbooks
Team Playbooks are used to improve team alignment and productivity by creating a plan which asks questions like: What is most important right now? What is our purpose? How will we succeed?

360 Feedback
360 Feedback is a tool used to gauge the performance of a leader and obtains feedback from members of their immediate work circle such as direct reports, peers, and superiors. This information is extremely useful not only for performance evaluations but also for Executive Coaching.
“Design Thinking is both a mindset and a process that allows you to routinely innovate in a way that’s meaningful to the people you are trying to help or serve.” This process can be applied to both small and large challenges.

**Empathize**
Learn About Your Audience

**Define**
Construct Point of View Based on User Needs

**Ideate**
Brainstorm and Come up with Creative Solutions

**Prototype**
Build Representation of Your Ideas

**Test**
Test Your Ideas

If you want to know more about Design Thinking, we are here to help! We can facilitate a workshop, consult with you to implement Design Thinking and/or assist you in keeping a human-centered focus as you solve difficult problems.

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**Feasibility**
Does the technology exist that can accomplish this at a reasonable cost or in an acceptable amount of time?

**Viability**
Does it have a reasonable chance of succeeding? Is it capable of producing a profit or achieving your goal?

**Desirability**
Is there a market? Does anyone want this or need this?

**Innovation**
Design thinking is a human centered approach to innovation that draws from the designer’s toolkit to integrate the needs of people, the possibilities of technology, and the requirements for business success.

— Tim Brown, president and CEO of IDEO
What is myOCLearn?
Orange County’s online Learning Management System, supported by Target Solutions, offers a wide-range of training services, including professional and leadership development courses.

Here are some of the benefits:
- Tracks your training progress and performance.
- Allows you to register online for in-house training (The Passport or departmental) and online courses.
- Offers you the opportunity to download your certificate of completion and your training transcript.
- Provides more online learning opportunities (compliance, workplace safety, general electives, etc.).

Need more information about how to navigate through myOCLearn? Visit: https://orangenet.ocfl.net/

We have created several Job Aids and posted them on the Orangenet for you, below are some of them:
- How to open myOCLearn from the Orangenet.
- How to log into myOCLearn for the first time.
- myOCLearn User Guide.
- Event Approval or Denial Process.
- myOCLearn Frequently Asked Questions for Supervisors.

Complete the series enrollment form by searching for the series name in the Self-Assign tab. eLearnings can also be found here.

The My History tab will have completed training records and certificates.

The Passport Series are known as Credentials in myOCLearn. The My Credentials tab offers series progress details.

The in person trainings can be found in the My Events tab. After enrolling in a class through My Events, employees must notify supervisor of enrollment. Supervisor approval is required in myOCLearn before attending a training.
WHERE SHOULD I START?

START HERE

myOCLearn

1

LIFE BALANCE SERIES

GRADUATION

2

This series is for any active regular Orange County employee interested in training resources.

3

This series is for newly hired/promoted supervisors with less than three years of experience as a supervisor with Orange County and employees who have previously completed Path to Success Series.

4

This series is for supervisors and above with three or more years of experience as a supervisor with Orange County. Also, for employees who have previously completed the Compass Series.

You must enroll in classes in myOCLearn

The Passport

End
The Message in a Bottle Series offers participants an overview of various communication mediums and their effectiveness as well as an introduction to workplace decorum.

**Target Audience**
Any active regular Orange County Government employee

**Coursework**
Eight (8) Required Courses; No Elective Courses

**Completion Guidelines**
Coursework must be completed within three (3) years. Upon successful completion of the eight (8) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.

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The Path to Success Series offers participants essential communication skills along with the basic elements for understanding themselves, their co-workers, and their supervisors.

**Target Audience**
Any active regular Orange County Government employee

**Coursework**
Nine (9) Required Courses; No Elective Courses

**Completion Guidelines**
Coursework must be completed within three (3) years after the date the initial course is taken. Upon successful completion of the nine (9) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.

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The Compass Series immerses “leaders in the making” with skills that lay the groundwork for outstanding leadership as new supervisors and/or employees who have completed the Path to Success Series.

**Target Audience**
1) Newly hired or newly promoted employees in a Supervisory role for less than (3) three years at Orange County
2) Employees in a non-supervisory role who have completed the Path to Success Series.

**Prerequisite**
Employees in a non-Supervisory role must have completed the Path to Success Series prior to enrollment

**Coursework**
Ten (10) Required Courses; No Elective Courses

**Completion Guidelines**
Coursework must be completed within three (3) years from the date the initial course is taken. Upon successful completion of the ten (10) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.

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The Navigator Series offers an expanded leadership curriculum providing exposure to learning opportunities which align more closely with the emerging culture of Orange County. Additionally, this series serves as an educational resource for advanced Supervisory concepts and skills.

**Target Audience**
Any active regular Orange County Government employee

**Coursework**
Eleven (11) Required Courses; No Electives

**Completion Guidelines**
Coursework must be completed within three (3) years after the date the initial course is taken. Upon successful completion of the eleven (11) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.

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Organizational Development & Training 2019 Catalog of Services

- **Required Courses**
  1. Smart Management: The Art & Science of
  2. LS: Business - Basics of Leadership
  3. Project Management
  4. Negotiation Skills
  5. Hiring for Cultural Fit
  6. Developing Your Direct Reports
  7. Identifying Problems and Causes
  8. Delegation (eLearning)
  9. Leadership 101
  10. Motivating Employees to be Their Best
  11. Meetings that Matter

**Prerequisite**
Employees in a non-supervisory role who have completed the Path to Success Series.

**Completion Guidelines**
Coursework must be completed within three (3) years from the date the initial course is taken. Upon successful completion of the eleven (11) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.

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Organizational Development & Training 2019 Catalog of Services

- **Required Courses**
  1. Verbal Tactics
  2. Team Building
  3. Presentation Skills
  4. Performance Management Essentials
  5. Motivating Employees to be Their Best
  6. Meetings that Matter
  7. Leadership 101
  8. Generational Salad
  9. Change Management
  10. Corporate Culture Changes (eLearning)
  11. LS: Business - Basics of Leadership

**Completion Guidelines**
Coursework must be completed within three (3) years from the date the initial course is taken. Upon successful completion of the eleven (11) required courses, participants and their supervisors will receive notification.

**Recognition**
Participants will be recognized for their professional accomplishment during an Awards Ceremony.
The Leadership Skills Series offers emerging and established leaders the opportunity to enhance their leadership knowledge and business savvy through e-learnings.

**Target Audience**
Any active regular Orange County Government employee

**Coursework**
Seven (7) Required Courses; No Elective Courses

**Completion Guidelines**
Coursework must be completed within two (2) years after the date the initial course is taken. Upon successful completion of the seven (7) required courses, participants and their supervisors will receive notification.

**Required Courses**
(7 Required Courses/No Electives)

- LS: Business - Work Life Balance
- Smart Finances: Creating a Budget that Works for You
- Smart Health: Eating Right 1
- Smart Health: Physical Fitness - Choosing an Exercise Plan That’s Right for You
- Smart Health: Sleeping - How to Ensure You Are Well-Rested & Energized
- Smart Mental Health: Reducing Stress and Anxiety

The Life Balance Series offers e-learnings that highlight holistic wellness and the benefits of a healthy lifestyle physically, emotionally, and mentally.

**Target Audience**
Any active regular Orange County Government employee

**Coursework**
Eight (8) Required Courses; No Elective Courses

**Completion Guidelines**
Coursework must be completed within two (2) years after the date the initial course is taken. Upon successful completion of the eight (8) required courses, participants and their supervisors will receive notification.

**Required Courses**
(8 Required Courses/No Electives)

- LS: Business - Basics of Leadership 01: Challenges
- LS: Business - Basics of Leadership 03: Keeping Employees Energized
- LS: Business - Basics of Leadership 04: Knowledge Management
- LS: Business - Basics of Leadership 05: Elements of Change
- LS: Business - Basics of Leadership 06: Dynamics
- LS: Business - Execution 01: Strategies
- LS: Business - Execution 02: Inspiring Excellence
- LS: Business - Execution 03: Turning Ideas into Actions

Thank you for creating change and making a difference for a better tomorrow.


www.HFUW.org
What can we do to help you?

Organizational Development
- Connections
- Needs Analysis
- Consulting & Interventions
- Executive Coaching
- Design Thinking
- Employee Engagement

Training
- myOClearn
- The Passport
- Custom In-Person Classes
- Team Building
- eLearning Design
- Job Aids
- Training Videos