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## CUSTOMIZED SERVICES

The Organizational Development (OD) department in the Division of Human Resources and Organizational Effectiveness offers the following services to support divisions, colleges/schools, and departments in meeting the unique learning and development needs of their employees. Complete the [Request for Customized Services form](#) to engage any of our services.

### Content Curation

Organizational Development selects and organizes content (e.g., articles, videos, courses, learning paths) from trusted sources (e.g., LinkedIn Learning, Crucial Learning, Ted Talk, etc.) on common learning topics. Content curation is a concierge service provided at no cost.

### Facilitation services

Organizational Development's learning facilitators can deliver standard courses and/or custom learning activities to help employees acquire, retain, and apply knowledge and skills. Facilitation services are provided on a variable-price basis dependent upon the number of sessions delivered by a single facilitator. Additional facilitators may be necessary based on the forecasted number of participants.

### Instructional Design services

Organizational Development's instructional designers can modify standard courses and/or create custom learning activities to support employee learning. Instructional design services are provided on a variable-price basis dependent upon the course duration.

### Consulting services

Organizational Development's consultants can assist divisions, colleges/schools, and departments with resolving their most urgent people and engagement problems by providing expertise in organizational diagnosis, organization development, change management, performance improvement, etc. Consulting services are based on fixed-price basis dependent on the scope and scale of engagement.



## Pricing

Level of Customization	Description	Estimated Price
<b>Standard</b>	Delivery of course selected from course catalogue.	Starting at \$155 per session
<b>Modify</b>	Tier 1: Reduce delivery of standard course to 1-hour or less.	Instructional Design services offered at 100% discount.
	Tier 2: Edit standard course content to best meet the desired outcomes.	Starting at \$822
<b>Custom</b>	Design, development and delivery of fully customized course to meet learning objectives and desired outcomes.	Starting at \$1,488

## Course Catalog

Course Name	Course Description	Duration
5 Dysfunctions of a Team	<i>The Five Dysfunctions of a Team</i> is the world's definitive guide for building healthy teams. Using the team assessment as a guide, you will learn strategies for working through dysfunction to make your team more cohesive and effective.	2 days
6 Types of Working Genius	From the author of <i>The Five Dysfunctions of a Team</i> , the notion of "working genius" teaches you how to maximize joy & fulfillment, increase productivity, build effective teams, lead better meetings, improve hiring, and boost morale through a better understanding of the specific talents you bring to the work that you do.	½ day
7 Habits of Highly Effective People	Through the world's most influential and enduring framework for personal and professional effectiveness, you will learn foundational principles of personal improvement and gain a deeper appreciation for true collaboration and synergy with others.	3 days
Balancing Priorities	This course will teach the importance of managing priorities. This course will enable you to properly prioritize your obligations, allowing you to improve performance and productivity, minimize stress, and, ultimately, improve working relationships	½ day



Compelling Conversations: Developing Communication Style	Communication is essential in building and maintaining relationships. The Compelling Conversations course helps participants identify and understand their own and others' communication style based on MBTI type and practice their skills to communicate more effectively. <b>*Prerequisite: Understanding &amp; Working with Personality Types</b>	½ day
Change Management	If there's one thing that's certain, it's change. To successfully navigate change, you will learn to understand the difference between change and transition, identify key phases of transition, and develop an awareness of personal reactions to change.	1.5 hours
Crucial Conversations for Mastering Dialogue	Backed by 30 years of social science, "crucial conversations" skills represent the standard in effective communication and the marker of high-performance individuals and organizations. This course will teach you how to engage in those difficult or high-stakes crucial conversations.	2 days
Crucial Conversations for Accountability	Accountability is critical to healthy relationships and organizations. As you develop your ability to hold others accountable, you will improve trust, efficiency, engagement, and more.	2 days
Crucial Influence	"Crucial Influence" teaches leadership skills that are essential for leaders at every level of the organization—from new managers to top executives. You will learn to engage personal, social, and structural factors to influence people and results.	1 day
Customer Service	To support a service-oriented culture, customer service skills are crucial. You will learn strategies for providing service to internal and external customers to create good impressions and support our Aggie Core Values.	½ day
Embracing Change Using MBTI Type	The Embracing Change course helps participants understand the impact of type on their and others' response to change and introduces the psychology of change. Participants will leave equipped to manage their personal response to change in a positive way. <b>*Prerequisite: Understanding &amp; Working with Personality Types</b>	½ day
Getting Things Done	Based on the bestseller by David Allen, "Getting Things Done" teaches skills that improve focus and productivity while reducing stress and burnout.	1 day



Listening With Intent	Active listening is key to successful interactions in the workplace and in life. This course will improve your active listening skills to help minimize misunderstandings, encourage open communication, and increase cooperation and collaborative problem solving.	½ day
Managing Conflict Using MBTI Type	We know that conflict is a daily part of people’s working lives – whether this consists of an outright argument, a subtle annoyance or a simple difference of opinion. And, when it isn’t managed, it can bring about great negativity, stunt productivity and shackle those all-important working relationships that help us get things done. By understanding ourselves and our peers better, we can reduce the impact of conflict – and sometimes even use it as a force for good. <b>*Prerequisite: Understanding &amp; Working with Personality Types</b>	½ day
Mastering Emotional Intelligence Level 1	Experience an accelerated introduction to emotional intelligence. Understand your current level of EQ from the Emotional Intelligence Appraisal assessment results, and create your own EQ Development Plan with goals and strategies to put to practice.	1 day
Mastering Emotional Intelligence Level 2	A follow-on program to Mastering EQ Level 1. Dive deeper through EQ strategy practice to continue building the skills that directly impact performance. Learn how to reframe your negative self-talk, and develop the listening and observational skills that allow you to step into another’s shoes.	1 day
Meetings	Are meetings a necessary evil or an opportunity for productivity? This course will help to change your mindset about meetings as you eliminate habits that make meetings unproductive.	½ day
Myers-Briggs Type Indicator (MBTI) 4-course Series	MBTI helps you get to know yourself better, enhance your interpersonal skills, develop better relationships at work and home, and make better choices. The four-course series includes <ul style="list-style-type: none"><li>• Understanding &amp; Working with Personality Types</li><li>• Compelling Conversations: Developing Communication Style</li><li>• Managing Conflict Using MBTI Type</li><li>• Embracing Change Using MBTI Type</li></ul>	4 days



The Power of Habit	Habits affect performance more than talent, intelligence, luck, or decision making. Most know this, yet they struggle to take control of their habits to get the outcomes they want. Learn how The Power of Habit can help you gain mastery over the one thing that's in your control: your own behavior.	1 day
Resilience	Workplace stress is unavoidable. The is to work with it without losing resolve. This course offers tools and strategies to identify workplace stressors, calmly handle daily upsets, have better relationships with coworkers and clients, and deal with change.	½ day
Taking Initiative	Initiative is one of the Texas A&M Core Competencies for Performance Evaluations. This course focuses on taking initiative on a large scale. You will learn the four-step initiative model in order to identify and solve problems and take advantage of ambitious opportunities.	½ day
Team Building	The best teams aren't built in a day! In this course you will consider what makes a good team, learn the five stages of team development, and discuss what influences the coherence of a team in order to gain an understanding of how to build effective teams.	½ day
Time Management	Everyone needs more time in the day, but what if you could create that time yourself? This course will review personal time management styles and techniques to increase personal effectiveness.	½ day
Understanding & Working with Personality Types	MBTI helps you get to know yourself better, enhance your interpersonal skills, develop better relationships at work and home, and make better choices. In this course, participants gain a better understanding of their personality preference and the preference of others.	1 day