



ORGANISATION
DEVELOPMENT
RESOURCES



Organisation Development Resources Inventory

Identifying, enabling and aligning individual, team and organisational effectiveness.

PURCHASE OUR RESOURCES

ODR's mission is to empower our clients to build high achieving organisations by providing value solutions that align and enable sustained optimal performance of staff and resources.

To this end, our Organisation Development resources have been purposely designed to be highly practical and experiential, providing the mechanisms for embedding sustainable behavioural change.

You will not find quick fixes in our resources, rather the tools, techniques and practices for ensuring the learning achieved transfers to the participant's work and life.

ODR's current workshops, surveys, frameworks and tools are listed in this document. For more details visit our website <http://odr.com.au/odr-s-resources>, email answers@odr.com.au for a brochure or to talk to one of our consultants 1300 732 188.

You have the choice of engaging our consultants to deliver our programs or selecting from the range of programs available for you to purchase or download and deliver yourself. See Purchase Options for more details.

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Key to ODR's Resources

Undertake a program online, a workshop in your offices, off site at a venue of your choice or purchase the Program Package to facilitate the workshop yourself.

PW: [Public Workshops](#)

Our premier programs are delivered at chosen venues throughout the year. For more details about the date and venue see our Public Workshop Schedule.

PP: [Program Package](#)

Choose from our select range of previously developed and delivered learning materials. Purchase and brand these workshops with the assurance they have been successfully designed, delivered, evaluated and adapted to ensure participant, learning, engagement, satisfaction and learning retention and transfer to work and life.

International estimates for learning materials development range from \$6500 through to \$12000 \$AUS per hour of workshop delivery. You'll find ODR's pricing a cost effective alternative to developing your own. Licence our Program Package to receive our annual workshop review and update release.

OL: [OnLine Coaching](#)

For those who find it difficult to fit professional and personal development into their busy schedules, ODR offers Online Coaching; a viable and effective method that leverages the internet to deliver anytime/anywhere learning to individual or corporate learners. From rich multimedia instruction to online community and discussion, we provide a range of practical learning options.

EL: [eLearning](#)

We have a large range of previously developed courses that you may choose to purchase and have contextualised to your organisational requirements or host on our Learning Management System with access for your people. International estimates for eLearning development currently range from \$18,500 to \$25,000 \$US per hour of learner participation. Let us cut the cost substantially for you.

C: [Coaching](#)

Whether we are working with an individual, team or at an organisational level, we can design and deliver learning options using coaching methodology to ensure successful learning that effectively transfers to the work scene.

SURVEYS / QUESTIONNAIRES / INVENTORIES

We carry a select range of surveys, questionnaires and inventories that you can purchase or have ODR run online. Designed by our consultants through years of putting research into practice, these are tools for identifying disconnects and focusing consideration for determining solutions and strategies.

Reliability and Validity

When you want an instrument that provides normative data and benchmarks, let one of our consultants assist you in selecting, implementing and evaluating a valid and reliable instrument. Our consultants have a depth of experience in a range of industry recognized instruments for Individuals, Teams and Organisations.



FRAMEWORKS & TOOLS

Launch your initiative with the key elements critical to its success. These previously developed frameworks include the Philosophy, Policy, Methodology, Roles and Responsibilities, Tools, Templates and Guidelines. These fully integrated elements synergistically fit together to ensure the seamless embedding required to attain the expected returns. Utilise our experience to contextualize a framework for your organizational context.

Using ODR's Resources

Developing a professional or personal development program can literally take months of preparation. Your organization may already have professionals on board who can deliver the programs, but not the time to initiate, develop and evaluate these. Our flexible and simple process provides customized content for specific development requirements. We can customize the materials for your business or you can choose from one of our 250+ programs ready for immediate delivery.

Why this works for our clients:

- ⦿ Customized content for your specific organisation
- ⦿ A cost effective alternative to the labor-intensive process of content research and development
- ⦿ Flexibility to deliver the program whenever necessary, for a small or large audience
- ⦿ Content and facilitation delivery processes that have been tested and proven effective
- ⦿ Your people can translate your organization's mission, culture and employees in the delivery!

What you get

Your licensing package comes complete with a master facilitator's guide and participant workbooks. There are **no annual renewables** when you license our content, and you can use your own facilitators to present it to large or small audiences whenever you choose.

FACILITATOR OPTIONS

We recognize your in-house facilitators are experts when it comes to understanding your organization, mission, culture and employees. Since they know best how to target the material to your organizational context, our focus is to provide a flexible solution in order to deliver a high-impact, results-oriented program.

Most organizations have in-house professional facilitators on board but don't have the time to evaluate, initiate and develop all of the materials required. Our experienced consultants will coach your facilitators to ensure results. Our flexible and client-focused approach will provide your organization with the highest-impact facilitator coaching solution.

Facilitator Experience

Our resources have been graded into 3 facilitation experience categories and have been rated as follows;

1. **Introductory:** Predominantly requires the ability to facilitate the learning of knowledge and practical skills development.
2. **Intermediate:** In addition to knowledge and skills development, the facilitator requires the ability to engage participants at an attitudinal level. Previous training and experience with facilitation techniques for addressing participant resistance and motivation are required for navigating and negotiating the participant's commitment which are required to achieve competence.
3. **Professional:** These resources are specifically designed organisation development interventions incorporating individual, team and organisational psychology theory and practice. Purchasers of these tools must undertake accreditation which involves a three day workshop and practical application.
4. **Master:** These comprehensive interventions require both a qualification in behavioural sciences and a partnership with an ODR consultants to deliver. Accreditation is by coaching and co-facilitation throughout the first implementation.

Accreditation in ODR's Advanced programs will ensure that your facilitator/s:

- Understand the theory behind the approach and how to apply it ethically and responsibly and ensure the outcomes are achieved
- Effectively facilitate potential challenges and resistances the material may elicit
- Understand and utilize interactive/experiential delivery techniques effectively
- Tap into the experience of our consultants and prepare their approach to implementing the material within their organizational context
- Are guided through their own development in delivering the material



Facilitator Coaching Options

Whether your facilitators are new or have years of experience, [ODR](#) will coach **your facilitators** to present our materials to ensure the program outcomes are achieved.

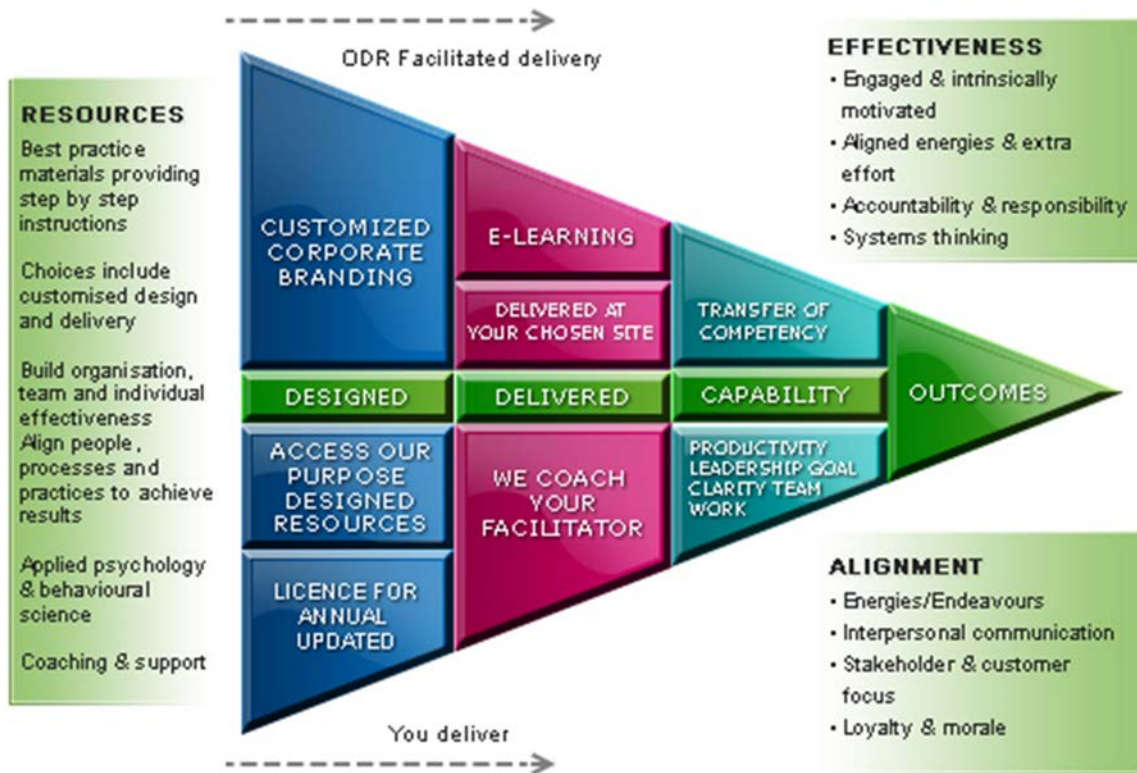
1. **In session facilitation:** Our consultants facilitate the delivery of the program to a cohort of your people and coach your facilitator through the process.
2. **Co-Facilitation:** Where the facilitator is not yet ready, our consultant will co-facilitate and coach while the facilitator delivers the program.
3. **Accreditation Workshop (3 days):** A small group of no more than 12 facilitators from one or more organisations workshop and practice the delivery of the program.
 - **DAY 1:** The material is reviewed for expected learning outcomes and appropriate facilitation techniques.
 - **DAY 2:** Facilitators practice the delivery of the material, debrief and reflect on factors contributing to effectiveness.
 - **DAY 3:** Facilitators map out and practice delivery mechanisms contextualized to their organisations.

ODR Delivers

You can elect to have one of Organisation Development Resources' dynamic, empowering, energetic and knowledgeable consultants facilitate the material. Each one of our people undergoes a rigorous screening process before earning a place on our team. We carefully select the most industry and/or professionally relevant facilitator taking account of the best fit delivery style to your requirements.

Choices

Your choice of design, delivery and support.



Delivery

ODR reviews all of our material for currency and sufficiency prior to releasing it. Depending on the availability of the relevant consultant this may take from 1 day to no more than 14 days. Please contact us at answers@odr.com.au or phone +61 7 3342 0260 if you require adaptations for your organisation or if your order is a priority.

User Terms and Conditions of Use

By placing an order for our Materials you expressly agree to all of our Terms and Conditions at Section 5 and summarised here.

Copyright

This product and associated materials (collectively referred to in this agreement as "Program Material") is copyright by ODR Pty Ltd, all rights reserved. Warning, international law provides sever civil and criminal penalties for the unauthorised reproduction or public distribution or exhibition of copyrighted motion picture, video tapes, video disc or written material.

These program materials are protected by the Copyright Act 1968 in Australia and internationally including but not limited to all sections of the law.

Grant of Licence

Materials may not be resold or otherwise transferred. This product is licensed only for the non-commercial private exhibition for the individual to purchase. This may include for a single facilitator to use within an organisation. You agree that any public performance other use, or copying is strictly prohibited.

Limited Warrantee

We do not warrant that any product will be fit for any specific purpose. ODR Pty Ltd will replace defective (ie. pages missing or otherwise evidently defective), at our own liability which will be either at our option to replace the defective materials free of charge or to refund the price of such materials, provided we are notified of any such defects within 7 days of the date on which the materials were supplied.

ORGANISATIONAL

Tools, techniques and practices for visioning, designing, implementing and driving an organization's future. These competencies include **Organisation** and **Business Development, Change** and **Project Management** practices together with the systems and mechanisms by which sustainable business performance is achieved.

TEAM

The resources are designed to align teams and build team performance. From **aligning team dynamics and effort** with organizational objectives, effective **leadership** to the **human resource** tools, techniques and practices that establish and sustain **operational excellence**

INDIVIDUAL

The core **Personal and Professional Development** capability that ensures an individual's effectiveness at work and in life in general. **Align Your Self** and the elements that **Align Your Career** to enable your success or invest in those competencies that build **Confidence, Credibility and Composure.**

1. Programs: Materials & Coaching

ODR have designed and delivered a series of professional and personal development workshops for building capability. More than content or knowledge delivery, these workshop materials have been designed by professional organisation development consultants to engage participation in experiential exercises that consolidate learning to achieve effective transfer to participant work and life contexts.

You can purchase packages for Facilitators or Participants or purchase the complete resource training package.

When purchasing allow up to 14 days as each package is reviewed by one of our consultants for currency and sufficiency prior to each purchase. Please indicate if you would prefer our consultant to adapt your purchase and we will contact you to coordinate the contextualisation of our materials to your organisation.



ORGANISATION... designing the future

Code	STRATEGIC MANAGEMENT	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPSM01	Scenario Planning	2	3	X		X	
ODRPPSM02	Strategic Planning	2	2	X		X	
ODRPPSM03	Strategic Management	2	3	X		X	
ODRPPSM04	Activity Based Costing	2	2	X		X	
ODRPPSM05	Business Process Re-engineering	2	2	X		X	
ODRPPSM06	Business Reviews	3	3			X	
ODRPPSM07	Knowledge Management	2	2			X	
ODRPPSM08	Organisational Sustainability	2	3			X	
ODRPPSM09	Establish a Learning Environment	2	2	X	X		
ODRPPSM10	Establish a Learning Organisation	3	3				
ODRPPSM11	Create a Culture of Innovation	3	3		X	X	
ODRPPSM12	The Attensity Map: Cultural Alignment	3	3			X	
ODRPPSM13	Media and Public Relations	2	2	X			
ODRPPSM14	Enterprise Risk Management	2	2	X		X	

Code	MANAGING CHANGE & TRANSITION	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPMCT01	Art and Science of Change Management	3	3			X	
ODRPPMCT02	Change Agent Partnership	2	3			X	
ODRPPMCT03	Managing Change and Transition	2	2	X			
ODRPPMCT04	Leading Change and Transition	2	2	X		X	
ODRPPMCT05	Navigating Change and Transition	1	2	X	X	X	
ODRPPMCT06	Motivational Interviewing	2	3			X	X
ODRPPMCT07	Stakeholder Engagement	2	3	X		X	X
ODRPPMCT08	Effective Internal Communications	2	2	X	X		
ODRPPMCT09	Change Readiness and Resilience	1	2	X			
ODRPPMCT10	Build and Brand a Service Culture	3	3	X			
Code	PROJECT MANAGEMENT	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPPM01	Project Management Fundamentals	1	2	X	X	X	
ODRPPPM02	Project Awareness	1	2	X			
ODRPPPM03	Project Administration	2	2	X		X	
ODRPPPM04	Project Participant	2	2	X		X	
ODRPPPM05	Project Manager	5	2	X		X	
ODRPPPM06	Program Management	2	2	X		X	
ODRPPPM07	Strategic Project Management	3	2	X		X	
ODRPPPM08	Project Team Member	2	2	X		X	
ODRPPPM09	Managing Project Teams	2	2	X			
ODRPPPM10	Project Risk Management	1	2	X			
Code	ORGANISATION DEVELOPMENT	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPOD01	Ignite Innovation: Elicit Innovative Ideas	2	3			X	X
ODRPPOD02	Accelerated Learning	1	2	X		X	
ODRPPOD03	Facilitate Action Learning and Research	3	3	X		X	X
ODRPPOD04	Organisation Development Consultant	10	3	X			
ODRPPOD05	Internal Learning Consultant	2	2	X			
ODRPPOD06	Professional Facilitation	2	2	X	X	X	
ODRPPOD07	Process Facilitation	3	3	X			X
ODRPPOD08	Learning Needs Analysis	2	2	X	X		
ODRPPOD09	Creating a Learning & Development Strategy	2	2	X		X	
ODRPPOD10	Measuring Results from Training	2	2	X			
ODRPPOD11	Learning Design	2	2	X	X	X	
ODRPPOD12	Workplace Learning	2	2	X	X		

Code	BUSINESS DEVELOPMENT – Marketing & Sales	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPBD01	Foundations of Marketing	2	2	X	X	X	
ODRPPBD02	Consultative Sales	2	2	X		X	
ODRPPBD03	Converting Enquiries into Sales	1	2	X			
ODRPPBD04	Customer Relationship Management	3	3	X		X	
ODRPPBD05	Key Account Management	2	2	X		X	
ODRPPBD06	Persuasive Tenders & Proposals	1	2	X			
ODRPPBD07	Overcoming Sales Objections	1	2	X			
ODRPPBD08	Powerful Presentations	2	2	X	X		
ODRPPBD09	Persuasive Proposals	1	2	X			
ODRPPBD10	Getting Started in Sales	1	2	X		X	
ODRPPBD11	Sales Fundamentals	2	2	X	X		
ODRPPBD12	Sales Negotiations	2	2	X			
ODRPPBD13	Powerful Sales Presentations	1	2	X		X	
ODRPPBD14	Speed Selling	1	2	X			
ODRPPBD15	Successful Selling Techniques	2	2	X			
ODRPPBD16	Telephone Sales	1	2	X			
ODRPPBD17	Recruit Sales People	1	2	X			
ODRPPBD18	Principles of Marketing	2	2	X			
ODRPPBD19	International Business	2	2	X			

"Organization development is a system-wide application of behavioral science knowledge to the planned development and reinforcement of organizational strategies, structures and processes for improving an organization's effectiveness."

Cummings and Worley, "Organization Development and Change", Sixth Edition, South-Western Publishing, 1997, p.2.

At ODR we include the practices that individuals, teams and leaders adopt and are embedded in the culture that either facilitate or hinder productivity and performance.



"I utilised ODR's knowledge and experience to customise, facilitate, evaluate and certify an Advanced Diploma of Business with a newly formed team I was managing."

With ODR's expertise I was able to achieve several outcomes. On a professional level this process facilitated the bringing together of a new team to share experiences and knowledge, learn new techniques and approaches to change management and develop a common language and process in relation to the deployment of project outcomes, wrapped in the certification of an Advanced Diploma."

On an individual level ODR provided me with mentoring and feedback as I coached the team through this process and the challenges associated with team development and change management. I highly recommend Delia, ODR and its services."

Peter Wilson
Manager Project Deployment

1.2 TEAM...Build performance

Code	LEADERSHIP	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPAYL01	Leadership Journey (Emerging Leaders)	10	2	X		X	
ODRPPAYL02	Leadership and Influence	2	2				
ODRPPAYL03	Effective Team Leadership	2	2	X			
ODRPPAYL04	Leading High Performing Teams	3	2	X		X	
ODRPPAYL05	Leading Virtual Teams	2	2	X		X	
ODRPPAYL06	Transformational Leadership	3	3			X	X
ODRPPAYL07	Leadership for Project Managers	2	2	X		X	
ODRPPAYL08	Leading Sales Teams	2	2	X			
ODRPPAYL09	Leading Administration Teams	2	2	X			
Code	ALIGN YOUR TEAM	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPAYT01	Align Your Team Dynamics (Team Building)	1	3	X	X	X	
ODRPPAYT02	Team Effectiveness Journey	2	2	X		X	
ODRPPAYT03	Align Your Project Team	1	3			X	
ODRPPAYT04	Motivate Your Team	1	2	X	X		
ODRPPAYT05	Cultivate a Workplace Learning Environment	2	2	X	X		
ODRPPAYT06	The Art of Delegation	1	2				
ODRPPAYT07	Mediation and Conciliation	2	3	X			X
ODRPPAYT08	Build Teamwork	2	3	X			



Code	OPERATIONAL EFFECTIVENESS	Days	Rating	Program Package	E Learning	Online Coaching	Public Workshop
ODRPPOE01	Operational Planning	1	2	X		X	
ODRPPOE02	Planning & Prioritising for Managers	1	2	X	X		
ODRPPOE03	Winning Business Case	1	2	X		X	
ODRPPOE04	Achievement Planning: Aligning individual performance with organizational objectives	2	3	X		X	X
ODRPPOE05	Benchmarking	2	2	X		X	
ODRPPOE06	Balanced Scorecard	2	2	X			
ODRPPOE07	Continuous Improvement	2	2	X	X	X	
ODRPPOE08	Lean Process and Six Sigma	1	2	X		X	
ODRPPOE09	Successful Supervision	2	2	X			
ODRPPOE10	Line Management	10	1	X	X		
ODRPPOE11	Build Commercial Awareness	1	2	X			
ODRPPOE12	Essential Business Finance	1	2	X			
ODRPPOE13	Budgeting	1	2	X		X	
ODRPPOE14	Budgets & Financial Reports	1	2	X	X		
ODRPPOE15	Financial Management for Business	1	2	X		X	
ODRPPOE16	Finance for Non-Financial Management	1	2	X			
ODRPPOE17	Supply Chain Management	2	2	X			
ODRPPOE18	Managing Performance	2	2	X			
ODRPPOE19	Contract Management	2	2	X			
ODRPPOE20	The Complete Line Manager	5	3	X			

“It was more than training and our 3 days contained a potent mix of hard experience, academic research, penetrating problem solving and critical analysis. When we were finished we had unlocked the root causes holding us back and for the first time since I remember when, we agreed on what the core issues were and the solutions.

I'd recommend ODR's process facilitation to any team wanting greater purchase on their objectives.”

Frank Vromans

Queensland State Manager – Arup Consulting Engineers

Code	ALIGN HUMAN RESOURCES	Days	Rating	Program Package	E Learning	Online Learning	Public Workshop
ODRPPAHR01	Behavioural Interviewing	2	3	X		X	
ODRPPAHR02	Business Succession Planning	2	2	X		X	
ODRPPAHR03	Human Resources for Line Managers	3	2	X		X	
ODRPPAHR04	The Complete Human Resource Manager	10	2	X	X	X	
ODRPPAHR05	Human Resources Role and Function	2	2	X			
ODRPPAHR06	Recruitment and Selection	2	2	X	X	X	
ODRPPAHR07	Retention and Separation	2	3	X	X	X	
ODRPPAHR08	Strategic Human Resource Planning	2	2	X			
ODRPPAHR09	Workforce Planning	2	2	X		X	
ODRPPAHR10	Workforce Diversity	1	2	X	X		
ODRPPAHR11	Generation Gaps	1	2	X			
ODRPPAHR12	Workplace Misconduct: Harassment & Bullying	2	3	X			
ODRPPAHR13	Conduct Workplace Investigations	3	3	X		X	
ODRPPAHR14	Preventing & Managing Workplace Violence	2	3	X			
ODRPPAHR15	Early Intervention Stress Management	2	3	X			
ODRPPAHR16	Manage Work Life Skills	2	3		X		

"My employer required that we undertake the course "Cultural Change" and I was also interested in it personally.

It has been a good foundation for dealing with different cultural backgrounds and has benefitted our young rehab clients and addressed some communication issues for them.

I would recommend ODR and its services to others."

Phillip Hurley
A/HR Consultant
Department of Communities

"I used the knowledge I gained to help me in my own business which has developed a more professional approach.

I would recommend ODR highly."

Wayne Sticher

1.3 INDIVIDUAL... success foundations

Code	INDIVIDUAL EFFECTIVENESS	Days	Rating	Program Package	DVD	Online Learning	Public Workshop
ODRPPIE01	Align Your Self	3	3	X	X	X	X
ODRPPIE02	Align Your Career	2	3	X	X	X	X
ODRPPIE03	Coach Your Self	2	3	X	X	X	X
ODRPPIE04	Self Mastery	2	3	X	X	X	X
ODRPPIE05	Innovate Your Self	2	3	X	X	X	X
ODRPPIE06	Renew Your Self	2	3	X	X	X	X
ODRPPIE07	Problem Solving & Decision Making	2	2	X			
ODRPPIE08	Professional Judgment	2	2	X			
ODRPPIE09	Strategic & Critical Thinking	2	2	X		X	
ODRPPPD10	Emotional Intelligence	2	3	X		X	
ODRPPIE11	Stress Resilience	2	3	X		X	
ODRPPIE12	Foundations of Time Management	1	1	X			
ODRPPIE13	Priority Management	2	2	X			
ODRPPIE14	Time to be Effective	3	3	X			
ODRPPIE15	Public Speaking	2	2	X		X	
ODRPPIE16	Introduction to Neuro-Linguistic Programming (NLP)	2	3	X			
ODRPPIE17	Assert Your Self	2	3	X			
ODRPPIE18	Assertiveness and Self-Confidence	1	2	X		X	
ODRPPIE20	Anger Management	1	3	X			
ODRPPIE121	Build Trust & Credibility	X		X	X		
Code	COACHING & CARRER MANAGEMENT	Days	Rating	Program Package	E Learning	Online Learning	Public Workshop
ODRPPCCM01	Career Development	1	3	X			
ODRPPCCM02	Career Coach	1	3	X		X	
ODRPPCCM03	Introduction to Coaching and Mentoring	1	2	X			
ODRPPCCM04	Foundations of Coaching	1	2	X	X	X	
ODRPPCCM05	Leader as Coach	2	4				
ODRPPCCM06	Effective Mentoring	2	4			X	
ODRPPCCM07	Giving and Receiving Feedback: A coaching model	1	2	X		X	
ODRPPCCM08	Coaching Executives	3	3			X	
ODRPPCCM09	Career Transition	1	2	X		X	
ODRPPCCM10	Create a Workplace Learning Environment	2	3				
Code	CUSTOMER EFFECTIVENESS	Days	Rating	Program Package	E Learning	Online Learning	Public Workshop
ODRPPCS01	Customer Service Excellence	3	3	X		X	
ODRPPCS02	Customer Complaints Handling	2	2	X			
ODRPPCS03	Difficult and Demanding Customers	1	2	X		X	
ODRPPCS04	Handling Phone Rage	2	3	X			

Code	INTERPERSONAL EFFECTIVENESS	Days	Rating	Program Package	E Learning	Online Learning	Public Workshop
ODRPPINE01	Interpersonal Effectiveness	2	2	X		X	
ODRPPINE02	The Master Communicator	2	2	X			
ODRPPINE03	Preventing and Resolving Conflict	2	2	X			
ODRPPINE04	Collaboration From Conflict	2	2	X		X	
ODRPPINE05	Influence With Integrity	2	2	X		X	
ODRPPINE06	Managing Challenging Behaviour	2	2	X		X	
ODRPPINE07	Managing Bullying Behaviour	2	2	X		X	
ODRPPINE08	Neutralise Toxic Behaviour	2	2	X		X	

"I wanted to transfer skills and qualifications (no skill gaps). I heard ODR were quick and efficient.

It has brought recognition in other fields and will be used to further study. Our team has benefitted as it has clarified standards and procedures.

The service was 10 out of 10."

Jo-Anne Mitchell
Human Resource Manager
Australia Zoo

"The Advanced Diploma course met my expectations and more.

It was excellent, I learned a lot. The process was user friendly..staff easy to approach. It increased the benchmark for promotion to business manager with previous experience being recognised as well. 10 out of 10.... very professional."

Janice Buchbach
Business Manager: Queensland Health



"The Bully Busting workshops came at 'the right place right time' where help was needed with some issues.

I found it really helpful as did my colleagues. We benefitted personally as a team as we were able to see many sides to the issue.

I would highly recommend ODR and its services to anyone."

Robyn Wales
Training & Assessment Coordinator
Disability Services Queensland

"I was relieving in Higher Duties when I took the opportunity to complete an Advanced Diploma of Government (HR).

I gained personally by learning new skills, helping other staff members and transferred skills to a part-time business and other fields of work since then.

I have already recommended ODR and its services to others and offered advice on how to get the most from it. "

Daryl Sopp
Divisional Administration
Qld Police Service

Code	PROFESSIONAL DEVELOPMENT	Days	Rating	Program Package	E Learning	Online Learning	Public Workshop
ODRPPPD01	Professional Excellence	2	2	X		X	
ODRPPPD02	Planning and Prioritising	2	2	X			
ODRPPPD03	Influence and Persuasion	2	2	X			
ODRPPPD04	Effective Negotiations	2	2	X		X	
ODRPPPD05	Writing for Business	2	2	X		X	
ODRPPPD06	Writing for Professionals	2	2	X			
ODRPPPD07	Meeting Effectiveness	2	2	X		X	
ODRPPPD08	Report Writing	2	2	X		X	
ODRPPPD09	Minute Taking	2	2	X			
ODRPPPD10	Effective Presentations	2	2	X		X	
ODRPPPD11	Event Management	2	2	X		X	
ODRPPPD12	Business Etiquette	2	2	X			
ODRPPPD13	Business Ethics	2	2	X		X	

2. Assessments

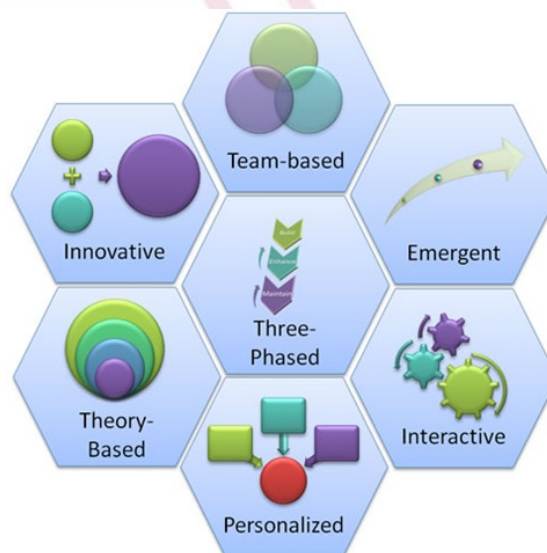
ODR provides survey, inventory and questionnaire tools to assist in identifying current strengths, disconnects and effectiveness for individual, team and organisation development initiatives.

You may choose to download one of our surveys or have one of our qualified and experienced consultants run the survey. Similarly, you may choose to have one of our consultant debrief and forward recommendations or do this part of the work yourself.



2.1 ORGANISATIONAL SURVEYS... designing the future

Code	Title	Rating	Items	Scales	Factors	Online
ODRSO1	Employee Engagement / Commitment	3	60	5	20	
ODRSO2	Organisational Blocks to Effectiveness (Internal & External)	3	108	5	9	
ODRSO3	Organisational Sustainability	3	90	5	9	
ODRSO4	Customer Satisfaction	3	12	5	9	
ODRSO5	Change and Transition Characteristics	3	22	5		
ODRSO6	Organisational Change and Transition Readiness	3	25	5		
ODRSO7	Organisational Values	3	54	5	4	
ODRSO8	Culture Vitality	3	56	5	4	
ODRSO9	Stakeholder Engagement	3	45	5	9	
ODRSO10	Strategic Alignment	3	120	5	12	
ODRSO11	Employee Exit Interview	2	25	5	10	
ODRSO12	Employee Training Needs Analysis	3	100	5		
ODRSO13	Learning Organisation Readiness	3	16	5	4	
ODRSO14	Innovation Enablement	3	20	2		
ODRSO15	Organisational Behaviour Model	3	40	5		



2.2 TEAM QUESTIONNAIRES...Build performance

Teams and their leaders establish the conditions that enable sustainable high performance in their organizations. Whether they are aligned and accountable with clear direction, staying the course and consistently achieving expectations directly effects organisational viability and sustainability.

These questionnaires build alignment among teams and their leadership through measuring those factors foundational and essential to operations, execution and morale.



Code	Title	Rating	Items	Scales	Factors	Online
ODRST01	Customer Satisfaction (Internal & External)	2	12	2		
ODRST02	Customer Service Excellence (Self & Other)	2	24	5		
ODRST03	Leadership Style (Self & Other)	2	20	5	4	
ODRST04	Leadership Effectiveness (Self & Other)	2	96	5	4	
ODRST05	Management Skills (Self & Other)	2	50	5		
ODRST06	Peak Performance (Self & Other)	2	25	5		
ODRST07	Team Alignment	2	25	5		
ODRST08	Team Effectiveness	2	50	5	5	
ODRST09	Team Role Preferences (Self & Other)	2	63		7	
ODRST10	Team Maturity	2	32	5	4	
ODRST11	Coaching Inventory (Self & Other)	3	35	5	7	
ODRST12	Career Coach (Self & Other)	3	50	5	5	
ODRST13	Change and Transition Leadership (Self & other)	3	100	5	20	
ODRST14	Empowerment (Self & Others)	2	40	5	8	
ODRST15	Frontline Management Training Needs Analysis (Self & Other)	2	300	5	8	
ODRST16	Human Resource Management Training Needs Analysis (Self & Other)	2	300	5	8	

2.3 INDIVIDUAL INVENTORIES...foundation success competencies

We define professional development as the systematic maintenance, improvement and extending of competency (knowledge, skills and attitudes) and the development of self and personal qualities necessary for the effective execution of professional and technical duties throughout a professional's working life.

We offer a range of materials with a focus on building individual effectiveness regardless of job classification. More than training in process and systems, these materials prepare individuals to consider their personal attributes, preferences and contributions and how to align these and develop those required to achieve their professional and personal aspirations.



Code	TITLE	Rating	Items	Scales	Factors	Online
ODRSI01	Learning Style	2	80		4	
ODRSI02	Communication Style	2	80		4	
ODRSI03	Interpersonal Style	2	80	4	4	
ODRSI04	Customer Focus Inventory	2	24	5		
ODRSI05	Work Style	2	48		5	
ODRSI06	Conflict Style	2	15	5	4	
ODRSI07	Influence Style	3	32	4	4	
ODRSI08	Professional Judgment	3	20			
ODRSI09	Assertiveness	2	35	5	5	
ODRSI10	Anger Management	2	25	5		
ODRSI11	Priority Management	2	60	5	12	
ODRSI12	Transactional Analysis	3	61	5	5	
ODRSI13	Locus of Control	2	29		2	
ODRSI14	Work Related Stress	2	35	5	5	
ODRSI15	Motivation and Rewards	3	16	5	4	
ODRSI16	Change Resilience	3	20	5		
ODRSI17	Change & Transition Readiness	2	20	5		
ODRSI18	Role Clarity	2	15	5	3	
ODRSI19	Job Analysis	3	15			
ODRSI20	Align Your Self	3	100	5	10	
ODRSI21	Align Your Career	3	48	6	6	
ODRSI22	Career Sustainability	2	40	5	5	
ODRSI23	Values	2	55	5	4	
ODRSI24	Motivated Skills	2	55	5	4	
ODRSI25	Career Interests	2	55	5	4	
ODRSI26	Career Constraints	2	42	5	4	
ODRSI27	Career Effectiveness	2	48		6	

3. Organisation Development Frameworks

Launch your initiative with the key elements critical to its success. These previously developed frameworks include the Philosophy, Policy, Methodology, Roles and Responsibilities, Tools, Templates and Guidelines. These fully integrated elements elegantly and synergistically fit together to ensure the seamless embedding required to attain the expected returns. Utilise our experience to contextualize a framework for your organizational context.

3.1 Frameworks... Mechanisms for alignment

Code	TITLE	Rating	Policy	Procedure	Training Package	
ODRFW01	Performance Alignment: Achievement Planning	3	X	X	X	X
ODRFW02	Innovation	3			X	
ODRFW03	Change Management	3	X	X	X	X
ODRFW04	Stakeholder Engagement	3	X			
ODRFW05	Customer Service Excellence	3	X	X	X	
ODRFW06	Learning Organisation	4	X	X	X	
ODRFW07	Sustainability	3	X	X	X	
ODRFW08	Coaching Culture	3	X	X	X	
ODRFW09	Communications	3	X	X	X	
ODRFW10	Attensity: Cultural Alignment	4				X
ODRFW11	Stewardship	3				



4. Tools for Alignment

Code	TITLE	Rating	User Guide	Facilitator Guide	Public Workshop
ODRT01	Stakeholder Engagement Motivational Interview	4	X	X	X
ODRT02	Scenario Planning	2	X	X	X
ODRT03	Frontline Management / Leadership Evaluation	3	X		
ODRT04	Attensity Map: Cultural Alignment Analysis	4			

5. Public Workshops

TITLE	Days	Rating	Venue	Date
Ignite Innovation: Elicit Innovative Ideas	1	3	www.riversidehotel.com.au	21/5/2013
Scenario Planning	2	3	www.riversidehotel.com.au	28 & 29/05/2013
Align Your Self	2	3	www.riversidehotel.com.au	17, 18 & 19/06/2013
Align Your Career	1	3	www.riversidehotel.com.au	30/7/2013
Career Coach	1	3	www.riversidehotel.com.au	31/7/2013
Coaching	2	3	www.riversidehotel.com.au	7 & 8/08/2013
Mastery	3	3	www.riversidehotel.com.au	25 & 26/09/2013
Construct Your Role	2	2	www.riversidehotel.com.au	22 & 23/10/2013
Renew Your Self	2	3	www.riversidehotel.com.au	11 & 12/12/2013

Registration Form

YOUR DETAILS				
Title:	First Name:		Surname:	
Position Title:		Organisation:		
Phone:	Mobile:	Email:		
Street Address:			State:	P/C:

WORKSHOP NAME/S	DATE/S	NAME OF PARTICIPANT/S	COST PP	TOTAL
			\$	\$
			\$	\$
			\$	\$
			\$	\$

Public Workshops are \$550 per day inclusive of GST

Total \$

Register online [here](#) or pay via **Electronic Funds Transfer (EFT)** to ODR Pty Ltd - BankWest **BSB: 304123 Account no. 0104539**. Please note the workshop date in your transaction details.

SCAN AND EMAIL THIS REGISTRATION TO:

workshops@odr.com.au

(07) 1300 732 188

TERMS & CONDITIONS OF REGISTRATION

Fees are payable in advance. All bookings received are considered firm bookings and attract a \$55 (GST included) non refundable application fee. All registrations received will be acknowledged in writing within 7 days of receipt of your application.

To take advantage of discounts offered by ODR, you must register and prepay the discounted rates within 30 days prior to the workshop.

Cancellations & Transfers - The following penalties apply based on working days notice provided prior to the commencement date.

- **At least 7 days:** Cancellations will attract the non refundable application fee of \$55 (GST inclusive). One transfer will be accepted without charge. All subsequent transfers will attract a \$55 (GST inclusive) administration charge.
- **Within 7 days:** 50% which can be transferred to another workshop.
- **Within 4 days or non-attendance:** Full Fee

Substitute participants are accepted at any stage as it is recognised that extenuating circumstances do sometimes occur. Please discuss these situations with our office as soon as possible.

Meals - Light meals and refreshments will be provided.

General Information: - ODR's workshops start promptly at 9:00AM and finish at 5:00pm. Participants are required to attend workshop check in and familiarisation with the learning materials at 8.30AM.

Parking: Venues have access to public car parking. Please check with the venue for details.

Smoking: ODR Pty Ltd and all workshops we conduct are "Smoke Free" environment.

Dress: Normal business or smart casual attire. For those who are sensitive to air conditioning temperatures, you may wish to bring along a jacket or cardigan.

Changes - Dates, times, content and fees are occasionally subject to change. Should the need for such changes occur ODR will inform participants 7 days prior to starting time.

Special Needs - Please advise at least 7 working days in advance by email or ph/one of any special needs e.g. special dietary requirements, learning assistance or wheelchair access.

Learning Materials: A comprehensive Learner Guide including all relevant supplementary materials will be provided when you check in with you facilitator.

6. Terms & Conditions

1. In these terms 'we' or 'us' means ODR Pty Ltd, 'the Purchaser' means the person or the organisation identified in the Order Form which has contracted to purchase our Materials from us, 'the Registered User' means the named individual program user identified in the Order Form, who is either the Purchaser or is employed by or otherwise contracted to the Purchaser and 'Materials' means any program, survey, questionnaire or inventory including Facilitator Guide, Powerpoint Presentation, Learner Guide, Handouts, Tools and Templates which are listed here for purchase, in our other sales literature or on the materials themselves.
2. These Terms and Conditions are the only terms and conditions upon which we will supply you with our Materials and upon which they may be used. We reserve the right to vary these Terms and Conditions from time to time.
3. **Accreditation:** In order to use our Advanced and Superior Materials and to obtain these materials from us, the Purchaser must name on the Order Form an Accredited User who is qualified and accredited with us in accordance with our Accreditation process. Advanced and Superior materials purchased by the Purchaser may only be used by the Accredited User and by no other person and must at all times remain in the possession and under the control of the Accredited User.
4. **Ethical Guidelines:** Our Advanced and Superior materials must be used in compliance with our current guidelines for ethical use of programs. These guidelines may be changed from time to time to reflect the most recently accepted practices. We reserve the right to refuse to supply Advanced and/or Superior materials if the Purchaser or the Accredited User fails to comply with these Guidelines. This is in addition to our right to cancel our contract with the Purchaser in the event of breach of this or any other provision of these Terms and Conditions.
5. **Orders:** Any order that the Purchaser makes for Advanced or Superior Materials must be in writing, quoting the name of the Accredited User and their Accreditation number. Any orders that are exceptionally made by telephone may be refused if the delivery address is not that relating to an Accredited User.
6. **Change of Address or Employer:** If the address of the Purchaser or Accredited User changes, the Purchaser should inform ODR Pty Ltd immediately.
7. If the Accredited User ceases to be employed or engaged by the Purchaser, or moves to a different section or department of the Purchaser, s/he may not take with him or her any Advanced or Superior Materials in his or her possession, but may pass them on to the another person employed by or otherwise contracted to the Purchase who is accredited with us and is qualified to use the relevant materials, provided that the person notifies ODR Pty Ltd in writing that s/he is willing to assume responsibility for the Advanced and/or Superior Materials. In such event that person shall become the Accredited User. If there is o other person employed by or otherwise contracted to the Purchaser who is so qualified, we shall be entitled to require the return of any Advanced and/or Superior Material supplied to the Purchase and will refund the price of any returned materials that have not been used and are in unopened packs.
8. If the Purchaser or Accredited User fails to comply with or is in breach of any of these Terms and Conditions in respect of any Advanced or Superior Materials, we may require the immediate return of the Materials and may refuse to supply any Materials not yet supplied. In such event we will refund the price of any unused materials in unopened packs.
9. **Intellectual Property:** ODR Pty Ltd and our products are protected by intellectual property rights (including trademarks, copyrights, patents, trade secrets or design rights) and rights of confidence. Reproduction of these products in whole or in part, in any form, (eg. Paper format, personal computer software, online format or included as a segment of an assessment), misuse or their storage in a database or retrieval system, by any process is prohibited except where expressly permitted by law or by license.
10. Neither the Purchaser nor the Accredited User may resell, rent, lend, lease, exchange, give or otherwise dispose of Restricted Materials to third parties or act as agent, distribution channel or stockist of our Materials.
11. Neither the Purchaser nor Accredited User may make use of data they may collect by means of our Materials to create products for commercial sale or other commercial exploitation.
12. **Limited Warranty:** We do not warrant that any of our Materials supplied to the Purchaser or the Accredited User will be fit for any particular purpose. If any Materials are defective (eg. Pages missing or otherwise evidently defective), our own liability will be either at our option to replace the defective materials free of charge or to refund the price of such materials, provided wea re notified of any such defects within 30 days of the date on which the Materials are supplied.
13. **Liability:** Except for the liability expressly accepted by us pursuant to these Terms and Conditions, our liability arising under or as a result of the provision of our Materials, whether in contract tort, breach of statutory duty or otherwise, is expressly excluded to the fullest extent permitted by law. In particular, but without imitation, in no event will we be liable for any consequential damages, including loss of business, profit or goodwill, or for wasted management time.

7. Ethical Guidelines

Adherence to ethical standards in using assessment tools is important to protect and preserve respondent's rights as well as the integrity of the assessment tool. Users of ODR's Advanced and Superior Materials are expected to achieve high standards in administering and interpreting the assessment tools and in protecting the relevant copyright and trademarks. Users who can be shown to have contravened the guidelines set out below may be refused access to any further ODR Materials and may be asked to return any materials in their possession.

ODR Pty Ltd respectfully reminds users of our materials including surveys, questionnaires and inventories, of the obligations which form part of an assessment procedure. These are;

- To follow the administration, scoring and interpretation instructions contained in the manual of the assessment concerned, to insure that assessments are properly used.
- To ensure that no unqualified is allowed to administer, score or interpret assessments;
- To keep assessments in a safe place to prevent their unqualified use and other abuses;
- To not sell, rent, lease, lend, exchange, give or otherwise dispose of or part with possession of assessment materials to anyone.
- To tell respondents how long data (e.. results) will be kept on file, and indicate to whom and under what circumstances data will or will not be released.
- To take reasonable steps to keep individual's result confidential, only divulging them to someone other than the respondent when there is legitimate cause and with the respondent's full knowledge.
- To observe all applicable laws on the protection of personal data.
- When communicating results, to ensure that their implications are clear to the recipient and to explain the limitations of the assessment in any report.
- To use their best efforts to see that the respondent receives adequate information about the theory on which the assessment or scales are based and full feedback on his or her results, preferably in a face to face setting.
- Never to contravene copyright law by photocopying, computerising or adapting any part of an instrument or indicator, proprietary scoring system or its profile form.
- To take corrective action where bad practice or breach of copyright or infringement of trademark is evident in their organisation, to review results regularly, including the outcomes of decisions taken to them and to pay attention to differences between groups, in particular those of a different race, gender, ethnic background or who are disabled.