



Talent Development Community

News & Resources from the TDC

Edition 3-December 2017



Introduction

This edition of the TDC Newsletter contains an overview of a change management workshop offered by Sue Dolloff, a change management consultant and member of the Association of Change Management Professionals (ACMP). Ryan Cairney, Communications Sub-Committee member takes us through Sue's presentation and shares his important take-away. In this issue other articles include Ray Justice (DAS) and Cynthia Orr's (JFS) discussion of a competency assessment tool for ten (10) commonly used competencies in ePerformance.

Also, please find a link to several Learning on Demand (LOD) courses related to the competency Establishing & Maintaining Interpersonal Relationships.

We appreciate your continued support of the TDC. Have a safe and happy holiday season!

OCM Foundations Workshop Experience

Ryan Cairney, Ohio Department of Health

During the last Talent Development Community meeting, special guest Sue Dolloff presented the **Organizational Change Management (OCM) Foundations Workshop** to a small group of TDC members. The workshop is typically two and a half hours long but was slightly condensed to fit a two-hour window. The workshop covered Organizational Change Management, Individual Change, Alignment with Sponsors and Project Managers, and OCM Methodology at the State.

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Competency Assessment Tools

Ray Justice, Department of Administrative Service
Cynthia Orr, Department of Job & Family Services

Earlier this year, the Performance Management Sub-Committee released the [Competency Development Guide](#), which is a resource to assist all employees in understanding, developing, and demonstrating the competencies required for individual and organizational success.

As a complementary resource, the sub-committee is working to release ten (10) competency assessment tools toward the spring 2018. To begin the project, the sub-committee selected the ten (10) most commonly utilized [competencies](#) in ePerformance to develop the competency assessments.

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For Your Improvement

[Learning on Demand](#) has an immense library of courses that are available to State of Ohio employees (both exempt and IT professionals). **Please log-in to LOD before accessing these courses.**

Establishing & Maintaining Interpersonal Relationships

COURSE: [Forming Peer Relationships and Alliances at Work](#)

VIDEO: [See the World from Other People's Perspective](#)

EBOOK: [Interpersonal Communication Skills in the Workplace, Second Edition](#)



OCM Foundations Workshop Experience (Cont'd)



The workshop covered the change management process from beginning to end, including the often-misunderstood components and incorrectly applied elements of change management. Sue presented the role of stakeholders and how their uninformed optimism can create unrealistic goals, timelines, and even go so far as to create insurmountable challenges for the team. The **change curve** was an important component of the workshop, and understanding how it works was alone worth the “price of admission” for this workshop. We learned how human nature impacts the **change curve** and identified ways to recognize where colleagues and employees may be on the **change curve** and strategies for addressing resistance to change. She also emphasized the importance of individual change to organizational change.

The workshop concluded with an examination of the real-world value that a properly instituted and well managed change process can bring to a state agency. Finally, data was presented that demonstrated the benefit of a repeatable change management process as it related to both agency/organization management and growth.

Cairney states: “I left the workshop with lots of notes, ideas, and questions that I’m eager to explore. This was one of those workshops that I’m sure I will come back to in the future to refresh what I learned. If you have the opportunity, I highly recommend this course to anyone interested in how to properly manage the change process.” For more information, please contact Joe.Banicki@das.ohio.gov at the Oaks Agency Engagement Center (AEC).

Competency Assessment Tools (Cont'd)

Ray Justice, Department of Administrative Services
Cynthia Orr, Department of Job & Family Services

<ul style="list-style-type: none">• Customer Focus	<ul style="list-style-type: none">• Evaluating Information to Determine Compliance with Standards
<ul style="list-style-type: none">• Getting Information	<ul style="list-style-type: none">• Organizing, Planning and Prioritizing Work
<ul style="list-style-type: none">• Communicating with Supervisors, Peers, and Subordinates	<ul style="list-style-type: none">• Documenting/Recording Information
<ul style="list-style-type: none">• Making Decisions and Solving Problems	<ul style="list-style-type: none">• Establishing and Maintaining Interpersonal Relationships
<ul style="list-style-type: none">• Working with Computers	<ul style="list-style-type: none">• Analyzing Data or Information

Each assessment tool is tailored to important aspects of its respective competency and offers both a self-assessment as well as a supervisor-assessment. Once both are complete, the employee and supervisor should meet to discuss strengths, opportunities, and gaps for future competency development.

If you have questions regarding the competency assessment tools, please contact Ray Justice via email at: Ray.Justice@das.ohio.gov or 614-728-8944.

