The Center for Professional & Organizational Development
Training and Consulting

CPOD provides consulting services to units, departments, and groups so they may become more effective and productive. CPOD staff partner with each of our clients to customize our approach to help clients respond to current challenges and set specific goals for future direction.

Services	Our Process
Retreat Design for Team and Group Development **Meeting Facilitation** **Strategic Planning** **Coaching** **Assessments** **Referral Services**	**How we collaborate and lead group processes** When you call us for assistance, what can you expect? First, we will have an exploratory discussion about your department or unit needs or problems. Once there is agreement to work together, you can expect the following process: **Step 1: Contracting.** Contracting is the process of developing a working agreement with the client on the work to be performed. The contracting conversation is a time to explore some of the initial issues that have prompted the client to call, but also to clarify how the consulting process will work, from negotiating expectations to discussing roles and outcomes. Contracting is an ongoing process of clarification and focus. **Step 2: Data Gathering.** Data gathering is important for three reasons: 1) data collection generates information about organizational functioning, effectiveness, and health; 2) it expands the consultant's and client's knowledge of the problem and stakeholder concerns, and 3) it is an opportunity to build relationships by focusing on individuals and their perspectives. **Step 3: Diagnosis/Discovery:** Diagnosis or Discovery helps the client to understand the present situation—what's going on—so that something can be done about it. Diagnosis is not only an informational activity it is aimed at generating action. **Step 4: Feedback.** Feedback occurs when the leader is presented with a more thorough and balanced view of the problem, a view that may have been incomplete to the leader at this point. **Step 5: Planned Activities.** Activities can be focused on individuals, teams, multiple groups or the whole organization. They include a wide variety of activities that range from organizational design to team building to mentoring and coaching. **Step 6: Closing and Evaluation**. A final meeting enables CPOD and the client to evaluate the process toward meeting the client's goals.

1. Retreat Design for Team and Group Development

The CPOD team will help plan and lead retreats for leaders who want a customized learning or team building experience for their department or unit. Retreats provide a space where people removed from their day-to-day activities to dig deeply into issues and develop appropriate strategies to address them. Retreat design is both a science and an art and CPOD has experience and an understanding of group behavior and dynamics. We partner throughout the design process as well as during the retreat facilitation to ensure we are on track and getting the group where it needs to be. We fully recognize the investment of time and resources that a department puts into having a retreat. We ask clients to give us at least two to four months' notice when our retreat design services will be needed.

2. Meeting facilitation:

CPOD's experience designing meeting agendas ensures the meeting time is used efficiently; the group stays on track, and high quality decisions are made. CPOD will also facilitate your meeting if
- the situation is very sensitive and needs a neutral, third party,
- the leader does not have the background or expertise needed to address particular complex or sensitive issue,
- the issue to be discussed requires the input of all team members, including the leader.

3. Strategic Planning

CPOD staff will assist leaders who want to identify their current state, envision the future, and translate this vision into broadly defined goals and objectives, and develop and action plan to meet those goals.

4. Coaching

CPOD can provide coaching to any individual upon request. Coaching is task-oriented focusing on a particular issue such as managing more effectively, or how to think strategically; coaching is short term ranging from one to just a few meetings, and, coaching is performance-driven because its purpose is to improve the individual's effectiveness on the job.

5. Assessments

CPOD staff is certified to administer several assessments and when appropriate, are integrated within team and group development retreats.   The assessments include:

- Myers-Briggs Type Indicator (MBTI ®) analyzes personalities
- Pearson-Marr Archetype Indicator is a companion to the MBTI
- DiSC Assessment analyzes styles of behavior

The Center for Professional & Organizational Development
Training and Consulting

- Firo-B ® provides information about the three fundamental dimensions of interpersonal needs: inclusion, control, and affection
- Intercultural Development Inventory (IDI) gives feedback on relative stage(s) of comfort and competence across differences
- Intercultural Effectiveness Scale (IES) provides feedback on adaptability and flexibility
- Intercultural Conflict Style Inventory (ICSI) indicates preferences in behavior and approach to conflict
- Thomas-Kilmann (TKI) instrument identifies five modes of approaching conflicts

6. Referrals

CPOD maintains a list of external consultants awarded contracts through the College's RFP process. Depending on your need, CPOD will share contact information.

The CPOD Team:

Cynthia Mauris, Training and Development Coordinator
Contact Cynthia at: cynthia.mauris@montgomerycollege.edu (x74278)

Laura White, Training and Development Coordinator
Contact Laura at: Laura.white@montgomerycollege.edu (x74297)

Mary Philbin, Administrative Support Coordinator
Contact Mary at: mary.philbin@montgomerycollege.edu (x74274)

CPOD is under the leadership of Dr. Michael Mills and is located in the Bioscience Education Center, Germantown Campus.