Customized Training and Learning Strategies

Workplace Learning and Performance (WLP) serves as a partner to University departments, divisions and management to identify learning strategies and solutions that are responsive to management, organization development and staff development needs at the individual, interpersonal, team, and organizational level.

The Workplace Learning and Performance team can consult with University leadership and management to:

- Assess University client needs and determine best outcomes;
- Customize or identify solutions to achieve outcomes within budget and timeline;
- Match University clients to skilled internal and external practitioners, facilitators, coaches and trainers who will achieve the best result;
- Develop short and long-term solutions that contribute to integration of learning and best practices into organizational planning and day-to-day activities.

Organization Development Services Include:

- Change Management
- Leadership Coaching
- Performance Management Coaching
- Performance Management Consulting
- Retreat Planning and Facilitation
- Staff Development Programs
- Team Building and Dynamics
- Team Objective and Goal Setting
- Training Programs

WLP staff works with University areas in a 5 step process:

1. Area representative initiates a request for consultation using the Organization Development Request Form;
2. A client meeting is scheduled to determine needs and preferred outcomes, establish budget and timeline;
3. A project design is developed which includes project outcomes, timeline and deliverables, resources required;
4. Implementation may include training, on-going consultation, coaching, or facilitation;
5. After services have been delivered, the final step is to complete an evaluation of WLP services and project impact.
Organization Development Services Request Form

Date: ..............................................................
Contact Person: ..............................................
Title: ............................................................
Department/Campus: ........................................
Work Phone: ...................................................
e-mail: ..........................................................

Key Audience: ...................................................
Number of Attendees: ........................................
Date of Event: ..................................................
Time of Event: ..................................................

Please describe your needs in a few sentences:

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Which area best describes your learning or training needs? (Please check all that apply)

Change Management ........................................
Communication ..............................................
Leadership Coaching ........................................
Performance Management Coaching ..............
Performance Management Consulting .............

☐ Retreat Planning and Facilitation
☐ Staff Development Programs
☐ Strategic Thinking
☐ Team Building and Dynamics
☐ Team Objective and Goal-Setting
☐ Training Programs

Other: ..................................................................
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What outcomes are you expecting? For your group? For ongoing performance?

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Special Requests/Additional Information:

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1. Adequate lead time is dependent upon the scope of the project. Summer months tend to be popular for retreats and planning sessions; therefore, wait time may be increased.

2. Workplace Learning and Performance works with University partners to match staff, facilitators or consultants to an area’s particular need. In the event that a requesting area’s needs are not able to be met by WLP staff, WLP will refer areas to facilitators and consultants internally or externally.

3. WLP does not charge fees for design and facilitation; however, departments are responsible for providing logistical support, location, supplies, and catering for learning events.

4. Fees for internal and external consultants and facilitators, plus per diem, are charged back to the requesting department.

5. If an event is cancelled, the requesting department is financially responsible for any cancellation/postponement fees and additional costs, including consultant fees, training supplies, facilities, food, beverages and all other event needs.

**For more information, please contact:**

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