

A Phased Approach to a Work Place Culture Assessment

Phase 1:

A climate assessment includes conducting individual interviews with the identified participants (e.g., organization, department, work group, etc.). As a result of the feedback, themes are outlined in a summary document along with recommendations and presented to the identified decision makers or stakeholders. As requested, the Consultant can assist with the development of an action plan for addressing the identified issues or professional development needs. Specific work steps in the assessment process include the following:

- Conduct individual interviews with the identified personnel
- Compile and assess interview feedback and outline common themes and primary issues
- Develop a summary of themes based on interview feedback
- Present summary information to stakeholders
- As requested, work with stakeholders to develop an action plan based on recommendation
- Meet with the interview participants to review the summary document (staff and management personnel in separate groups per the normal process) and identified next steps

Estimated Fees for Phase 1:

- Direct Services are billed at \$250.00 per hour
9 interviews (approximately 45 - 60 minutes per interview)
1 summary review and planning session with stakeholders (1 - 2 hours)
1 summary review session with interview participants (1 - 2 hours)
Not to exceed for direct services: \$3,250.00
- Documentation and planning services are billed at \$100.00 per hour
Notes compilation and document preparation (5-7 hours)
Estimated fees for documentation services: \$700.00
- Travel time billed at \$75.00 per hour
Travel time is estimated at 7 hours round trip
Estimated fees for travel: \$525.00

Phase 2:

Additional Organization Development Services:

- Staff or team development/training
- Facilitated dispute resolution session(s)
- Leadership coaching and consultation
- Employee professional development coaching
- Work sessions with management personnel
- Customized trainings
- Organization and change management
- Performance management development and implementation
- Referral for additional services (as needed)
(e.g. employee assistance program, specific trainings and/or assessment tools, etc.)

In addition, the following would be conducted:

- Consistent progress and status sessions with the appropriate management/stakeholders
- Facilitate working sessions with stakeholders related to additional issues (as necessary or requested)

Phase 3: (as requested)

Meet with management personnel/stakeholders to:

- Identify future needs and or strategic intent
- Define ongoing objectives
- Provide documentation summary (e.g., next steps)

Fees for Consultation Services:

Direct services are billed at \$250.00 per hour

Training material, document preparation and planning services are billed at \$100.00 per hour

Travel time billed at \$75.00 per hour

Susan J. Herreid Ph.D., CEAP:

Dr. Susan Herreid has established a successful record as an Organizational Development Consultant (ODC) by working with leaders, employees and workgroups in both the public and private sector. Dr. Herreid has also managed and implemented employee assistance programs and consulted in the development of a national EAP program. She helped to structure, develop and implement processes and procedures, as well as create both national and international provider networks.

Dr. Herreid is a trained executive coach and certified as an Employee Assistance Professional (CEAP). She is also a critical incident stress management (CISM) facilitator and is experienced in employee dispute resolution and workplace mediation.

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* Website is current under construction