ODC Corner

*Do Diligence with Discovery*

by Anne Johnson, Sr. Organization Development Consultant

One of the many things that separates Alber Enterprise Center (AEC) from other organization development consulting firms, is that we take great pride in customizing solutions that are tailored to the client’s specific needs. How do we do that? It all begins with **discovery**. Once an appointment has been set, the organization development consultant (ODC) will go in and meet with the appropriate person(s) and begin a process of asking questions. As an example, many times a client thinks they need a training of some type only to find out that what they need is a more holistic look at their overall continuous process improvement. Or perhaps, there is high turnover with the frontline staff. During the discovery process the ODC might ask, “How do you prepare your leaders when they are promoted from the front line to a supervisory position?”

More times than not, they were a frontline staff person one day, and then the next day, the supervisor in charge of the team. It is very challenging to be successful as a leader when one is not given the knowledge, skills and tools to be successful.

AEC also strives to get to the root cause of the issue and develop a customized solution tailored to address that root cause. We will identify the solution provider who can deliver meaningful content in a way that will make an impact. Our solution providers are experts in their field and bring real world experience to the table.

As we move through the process, other areas or challenges may be uncovered and a multi-prong solution is systematically developed to meet these target areas.

When you work with Alber Enterprise Center, backed by The Ohio State University, you get the entire team plus our expert Solution Providers. We strive to ensure you get our very best!