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FOR IMMEDIATE RELEASE: September 28, 2016

The Learning and Development Center Hosted its 2nd Ask the Expert Panel Series Discussion on the Effective Organization: Building Success from Within

Ask the Expert Panel Series is a unique organizational development (OD) intervention to address concerns presented by middle and senior-level managers from the 2014-2015 Leadership Institute Program (LIP)

Houston, TX—The Learning and Development Center's Organization Development (OD) and Auxiliary Service team hosted the second session of the four-part Ask the Expert Panel Series entitled, Effective Organization: Building Success from Within. The panel featured Chris Brown, Houston City Controller, Office of the City of Houston Controller, Barbara E. Hartle, Director and Presiding Judge, Municipal Courts Department, Scott Minnix, Director, General Services Department, Carlecia D. Wright, Director, Office of Business Opportunity, And Mark A. Norton, Assistant Director, Municipal Courts Department.

The panel discussion, which was complimentary and open to all City of Houston employees, took place Tuesday, September 20, from 1:00 p.m. to 3:00 p.m. at the Learning and Development Center (4501 Leeland Street, Houston, TX).

All panelists shared their experience and expertise on a range of topics including leadership, people, structure, processes, and more. Mark Norton shared with the audience the importance of people, processes, and technology, and being present in conversations and creating a culture of inclusion. "I'm not so fond of people saying that the organization made a decision. It's the people who made the decision not the organization," said Norton.

Taking the floor, Carlecia Wright noted the importance of this discussion, particularly communicating effectively with your workforce and being receptive to feedback. "Seek to understand then to be understood," said Wright.

Scott Minnix highlighted a number of factors that should be considered as part of the process of organizational effectiveness, addressing: the importance of being in tune, a master of trade, autonomous, purposeful and taking personal accountability.

The closing remarks were delivered by Kelly Shreck, Chief Learning Officer of the Learning and Development Center, who encouraged employees to attend future Ask the Expert Panel Series sessions.

The next session, Leveling the Playing Field: A Closer Look at Hierarchical Structure will be held on Tuesday, October 18th and is available for registration through the [Talent Management System \(TMS\)](#).

About the LDC

The Learning and Development Center (LDC) is a strategic development and employee performance improvement organization that offers comprehensive training solutions that significantly affect performance and institutional outcomes. The LDC's consultancy is comprised of an experienced team of professionals with the knowledge and capabilities to design and implement strategies that help our clients' achieve their goals. The LDC's primary focus is to provide transformational learning programs that enhance the skills, job competencies, and improve performance and overall satisfaction for the City of Houston's workforce.

For more information, please visit the LDC website at <http://www.houstontx.gov/ldc/>

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