



Organisation Development Practitioner Course: OD Diagnosis, Interventions and Evaluation

26 – 30 July 2027

London - Central London four-star



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Introduction:

Organisation development practitioner course on OD diagnosis, interventions and evaluation is a five-day course for HR, organisation development, change and internal consulting practitioners, ending with an OD Diagnosis and Intervention Plan for a case organisation. Many organisations launch team, process or culture initiatives without diagnosing the wider system, so effort goes into symptoms while the underlying patterns persist. Nominees already advise managers on people and unit effectiveness, and the course is taught through case studies drawn from public, industrial and service organisations. CoreConcept Training Center delivers this course on organisation development practice.

Course Objectives:

- Apply organisational behaviour concepts at individual, group and system levels to explain recurring patterns in a client system
- Contract with sponsors and client systems on scope, roles, data ownership and confidentiality within the action research cycle
- Diagnose an organisation with the six-box model, the Burke-Litwin causal model and congruence analysis
- Gather and analyse interview, survey and focus group data and lead feedback sessions that build shared sense-making
- Select and sequence interventions at team, process, structure and culture levels, including appreciative inquiry and large-group methods
- Evaluate OD interventions against baseline measures and resolve ethical dilemmas that arise in practice

Target Audience:

- Organisation development units responsible for diagnosing organisational issues and designing interventions
 - HR business partnering teams that advise line leadership on team and unit effectiveness
 - Change and transformation offices that need a diagnostic basis before launching initiatives
 - Internal consulting and performance improvement teams serving several departments
 - Learning and talent functions extending their work into team and organisation-level interventions
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Course Outline:

Day 1: Organisational Behaviour Foundations and the OD Practitioner Role

- Organisation Development Definition, Humanistic Values and Practitioner Roles
- Individual-Level Organisational Behaviour Lens for OD Diagnosis
- Group Dynamics and Team Process Lens for OD
- Open Systems Lens Linking Inputs, Throughputs and Outputs
- Action Research Cycle of Planning, Action and Fact-Finding

Day 2: OD Consulting Cycle, Contracting and Diagnostic Models

- OD Consulting Cycle from Entry to Separation
- Formal and Psychological Contracting with the Client System
- Six-Box Model Diagnosis of Purposes, Rewards and Helpful Mechanisms
- Burke-Litwin Causal Model Transformational and Transactional Factors
- Congruence Model Fit Analysis Across Work, People and Arrangements

Day 3: Diagnostic Data Gathering, Feedback and Intervention Choice

- Semi-Structured Diagnostic Interview Protocol and Sampling Plan
- Organisational Survey Item Design and Response Pattern Analysis
- Focus Group Facilitation Guide and Thematic Coding
- Data Feedback Session Design for Client Sense-Making
- Intervention Typology Matrix Across Team, Process, Structure and Culture

Day 4: OD Interventions, Large-Group Methods, Evaluation and Ethics

- Team and Intergroup Interventions Using Role Negotiation and Confrontation Meetings
- Techno-Structural and Culture-Level Interventions for Work Systems
- Appreciative Inquiry 4-D Cycle, Open Space and Future Search
- OD Intervention Evaluation with Baseline and Outcome Measures
- OD Ethics Dilemmas, Informed Consent and Practitioner Use of Self

Day 5: Case Study and the OD Diagnosis and Intervention Plan

- Case Organisation Six-Box and Burke-Litwin Diagnostic Review
 - Case Interview, Survey and Focus Group Data Synthesis
 - Client Feedback Session Rehearsal on Case Findings
 - Intervention Sequencing and Evaluation Measures for the Case
 - OD Diagnosis and Intervention Plan Completion and Panel Review
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Skills You Will Gain:

- Organisational Systems Diagnosis
- Action Research Facilitation
- Diagnostic Data Analysis
- Client Feedback Facilitation
- Intervention Selection and Sequencing
- Appreciative Inquiry Facilitation
- OD Evaluation Design
- Ethical OD Practice

Why Attend This Course:

- Deliver an OD Diagnosis and Intervention Plan to the sponsoring executive or HR leadership team that commissions the work
- Choose whether a presenting problem calls for a team, process, structure or culture intervention on the basis of diagnostic evidence
- Avoid interventions launched on symptoms alone and the loss of trust caused by mishandled survey and interview data
- Share diagnostic protocols, feedback session formats and evaluation templates with OD and HR colleagues

Conclusion:

Back at work, the participant hands the sponsoring executive or HR leadership team an OD Diagnosis and Intervention Plan that sets out the diagnostic model used, the data gathered, the interpretation agreed with the client system and the sequenced interventions with their measures. The sponsor uses it to decide which intervention to fund first and which units to involve. After the first intervention cycle, the unit should review the baseline and outcome measures, the client system's ownership of actions and any confidentiality issues raised during data gathering.

Frequently Asked Questions FAQ:

What should participants know before an organisation development practitioner course?

Participants should already advise managers on people, team or unit effectiveness issues and know basic HR processes. Bringing an anonymised example of an organisational problem they have worked on helps them apply the diagnostic models and case exercises.

How does an organisation development practitioner course differ from a change management course?

It concentrates on diagnosing the client system and choosing behavioural-science interventions jointly with the client through action research. Change management courses focus on planning, communicating and sustaining adoption of a change already decided, while organisational design courses focus on structure options.

Why does organisation development practice rely on action research?

Action research turns diagnosis and change into a joint cycle of data gathering, feedback, action and evaluation with the client system. This builds ownership of the findings and lets practitioners adjust interventions as evidence emerges, rather than imposing a fixed solution.

What do participants take back from an organisation development practitioner course?

Participants take back an OD Diagnosis and Intervention Plan for a case organisation, with a model-based diagnosis, data gathering instruments, a feedback session format, sequenced interventions and evaluation measures that can be adapted to their own organisation.
