

Business Development Package Supporting Documents

What is Organisational Development?

There are many definitions of what Organisational Development. This Toolkit's definition is:

“Organisation Development is a dynamic values-based approach to systems change in organisations and communities; it strives to build the capacity to achieve and sustain a new desired state that benefits the organisation or community and the world around them.”

(Read more at: www.odnetwork.org/?page=PrinciplesOfODPractice)

Each organisation uses a business model appropriate to their operations. A business model describes the rationale of how an organisation creates, delivers and captures value, be it economic, social, cultural, or another form of value. The process of business model construction is part of business strategy and is just as relevant in the not-for-profit as the profit environment.

Organisational Development reviews the existing business model operating within the organisation, looking for opportunities and enacting strategies to ensure current capability and also build future capability.

To assist any community service organisation assess their business model's strength to meet the challenges of today and the needs of the future, a list of key 'Transformational Areas of Capability' have been defined.

These outline the capabilities an organisation will need to strategically manage if it is to be relevant and ready for the future. Identified capabilities include:

1. Strategic Capability
2. Governance & Leadership
3. Client and Market Focus
4. Financial Sustainability
5. Workforce Planning & Development
6. Innovation, Quality and Improvement
7. Information, Knowledge and Process Management
8. Collaboration & Partnering
9. Results

Each of the above listed capabilities can be further broken down into elements which further clarify the capability and enable closer review and analysis. The depth, breadth and relevance of these elements will be determined by each organisation's Business Model.