# BODIOP CONSULTING

*See the system. Shift the outcome.*

*Helping leaders understand what is shaping organizational performance and turn that understanding into practical, lasting improvement.*



## WHEN WORK ISN'T WORKING, the problems typically span multiple departments & systems.

BODIOP helps leaders identify what is really creating recurring problems and improve the people, leadership, workflow, communication, accountability, data, and systems behind the outcome.

### DOES ANY OF THIS SOUND FAMILIAR?

| | |
|---|---|
| ***"Everything has to go through me."***<br>***"Different teams do the same work differently."***<br>***"No one is clear on who owns what."*** | ***"We keep fixing the same problems."***<br>***"People were trained, but nothing changed."***<br>***"We've grown, but our processes haven't."*** |

### THE PROBLEM YOU SEE MAY NOT BE THE PROBLEM YOU HAVE.

That is organizational development: diagnosing the system behind the symptom and improving how the organization works.

### THE PROCESS

| FIND THE REAL PROBLEM | REDESIGN HOW WORK WORKS | MAKE IMPROVEMENT STICK |
|---|---|---|
| Identify root causes behind recurring performance, workflow, leadership, workforce, and operational challenges. | Clarify roles, streamline processes, strengthen accountability, and align policy, training, data, and systems. | Support implementation, communication, coaching, measurement, and continuous improvement so change lasts. |

### WHAT BODIOP CAN HELP IMPROVE

| | | | |
|---|---|---|---|
| Leadership & Management | Workflow & Process | Role Clarity & Accountability | Training & Competency |
| Change & Adoption | Performance Measurement | QA/QI & Data Integrity | Policy & Standardization |

### WHY BODIOP

**I-O psychology + operational leadership + systems thinking.**

- 18 years in regulated health & human services across operations, QA/QI, compliance, training, and organizational development.
- M.S. in Industrial-Organizational Psychology - 4.0 GPA, Passed with Distinction.
- Director-level experience translating organizational problems into practical systems, tools, and implementation.
- Specialized expertise in behavioral health, I/DD, human services, and compliance-heavy, regulated or growing organizations.

### SELECTED PRIOR IMPACT

| | |
|---|---|
| **15 → 1**<br>citations in 6 months | **95%**<br>documentation quality improvement |
| **1 → 5**<br>service location expansion support | **>12**<br>department KPI/compliance analysis |

**PARTICULARLY WELL SUITED FOR: Behavioral Health | I/DD | Human Services | Regulated & Growing Organizations**

**TELL ME WHAT'S NOT WORKING.**

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## WHAT DOES ORGANIZATIONAL DEVELOPMENT ACTUALLY DO?

**Different workplaces. Same kinds of organizational problems.**

### IF THIS SOUNDS FAMILIAR, HERE'S WHAT AN OD LOOKS AT

#### HAIR SALON

**Common concern:** *"Stylists keep running behind."*

**OD looks at:** booking rules, service timing, assistant roles, late-client policies, training, and station flow.

**What it may mean:** It may not be a stylist time-management problem.

#### BARTENDING / RESTAURANT

**Common concern:** *"Service is too slow."*

**OD looks at:** staffing, layout, POS flow, handoffs, inventory, role clarity, and peak-hour workflow.

**What it may mean:** The bartender or server may not be the bottleneck.

#### HEALTHCARE / HUMAN SERVICES

**Common concern:** *"We keep finding the same documentation errors."*

**OD looks at:** workflow, training, policy, data controls, accountability, workload, supervision, and reporting.

**What it may mean:** Repeated errors often signal a system issue.

#### EDUCATION

**Common concern:** *"Teachers aren't implementing the new program."*

**OD looks at:** rollout design, leadership, time, resources, communication, training, expectations, and support.

**What it may mean:** The problem may be implementation, not resistance.

#### CONSTRUCTION / TRADES

**Common concern:** *"Nothing gets done unless the owner is there."*

**OD looks at:** roles, delegation, supervisor capability, standards, decision authority, training, and accountability.

**What it may mean:** Owner dependence can be designed out of the workflow.

#### REAL ESTATE / OFFICE

**Common concern:** *"People aren't following up - and meetings go nowhere."*

**OD looks at:** role ownership, CRM/process design, expectations, decision rights, measurement, communication, and follow-through.

**What it may mean:** Clarity and systems can change performance.

### THE EASY WAY TO START WITH BODIOP

If something in your organization isn't working the way it should, you don't need to diagnose it first. BODIOP looks at the whole system - people, leadership, workflow, communication, accountability, data, and processes - to identify what is actually creating the problem and what may need to change.

**IF YOU'RE SAYING...**

*"We keep having the same problem." "Everything depends on me." "We tried to fix it, but nothing changed."*

**START WITH THE PROBLEM.**

Bring the issue as you experience it. Start with one question: What's not working the way it should?

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