Transformation Support Services
Moving ahead with purpose

Transformation Support Services (TSS) is an Operational Excellence project aligned with Learning + Organizational Development (formerly COrWE). We work in close partnership with unit leaders and managers to help them reimagine and redesign their organizations, so they can realize the full benefits of OE projects and achieve unit-specific strategic goals, including:

- **Strategy**—articulating the unit’s vision of its operational future
- **Structure**—ensuring organizational alignment with the unit’s mission and resources
- **Process**—redesigning workflows and processes to take full advantage of project opportunities
- **People**—communicating, coaching, training, developing, and supporting staff to ensure successful transitions to new roles, processes, and technologies

**Who we are**
The TSS team has expertise in a broad range of administrative areas, including: organizational development; change management; employee and labor relations; compensation and classification; talent acquisition and development; marketing and communications; financial management; analytics; project management; and business process (re)design. For additional information on our team, visit tss.berkeley.edu/about-us.

**What we do**
Examples of customized service offerings include:

- **Organizational diagnosis**—helping units to clarify the factors contributing to their concerns and to identify appropriate solutions
- **Strategic assessments**—utilizing proven methodologies (such as the Excellence in Higher Education assessments) to determine administrative areas requiring focused leadership attention
- **Organizational realignment and transition planning**—assisting units to develop staffing plans aligned with their budgets, program needs, and strategic goals
- **Work flow redesign**—ensuring that administrative processes best incorporate the organizational changes and new technologies resulting from OE projects
- **Coaching for managers and leaders**—individualized approaches to leading high performance teams
- **Change management**—helping organizations plan and manage the impact of multiple OE projects

TSS also offers a set of standard tools and methodologies. For example, we are helping unit leaders and managers address the impact of Campus Shared Services (CSS) on their respective unit’s workforce and processes, including how to capture and transfer the knowledge of staff who are joining CSS, how to support staff who are remaining in the units, and how staffing changes may impact business processes.

**How we do it**
TSS follows a collaborative, partnership approach that enables unit managers and staff to create solutions that work for them. A key tenet of this approach is to recognize that the right “solution” will always be specific to the organization and that managers are responsible for determining how best to shape their organizations’ futures.

We welcome your inquiries through website tss.berkeley.edu or by email tss@berkeley.edu.