

Organizational Network Analysis for Collaborative Performance

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Course Overview:

Organizational Network Analysis for Collaboration and Performance helps participants understand how work actually flows through relationships, influence, communication, trust, and informal cooperation across an organization.

This Organizational Network Analysis Training course introduces practical methods for Organizational Network Mapping, Workplace Collaboration Analytics, Workforce Network Analysis, and Employee Collaboration Analysis. Participants learn how to identify informal leaders, detect organizational silos, locate critical connectors, assess collaboration overload, and understand knowledge-flow risks.

The course explains active and passive ONA data collection, network surveys, collaboration metadata, and core concepts such as nodes, ties, centrality, density, reciprocity, clusters, and bridges. It also demonstrates how Organizational Network Visualization can reveal disconnected employees, weak cross-functional links, concentrated influence, and key-person dependency.

Through case studies and practical exercises, participants translate network findings into targeted improvements in Cross-Functional Collaboration, organizational resilience, knowledge sharing, innovation, and performance.

Target Audience:

- HR Directors and HR Managers
- People Analytics Professionals
- Organizational Development Specialists
- Workforce Planning Managers
- Change and Transformation Managers
- Employee Experience Professionals
- Knowledge Management Specialists
- Internal Communication Managers

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Targeted Organizational Departments:

- Human Resources
- People Analytics
- Organizational Development
- Workforce Planning
- Talent Management
- Change and Transformation
- Strategy and Performance

Targeted Industries:

- Banking and Financial Services
- Government and Public Administration
- Energy, Oil, and Gas
- Telecommunications and Technology
- Healthcare and Pharmaceuticals
- Manufacturing and Industrial Operations
- Engineering and Construction

Course Offerings:

By the end of this course, participants will be able to:

- Explain the principles and business value of Organizational Network Analysis.
- Distinguish formal structures from Informal Organizational Networks.
- Define practical ONA business questions and use cases.
- Select active and passive network-data collection methods.
- Design workplace relationship and collaboration surveys.
- Interpret density, centrality, reciprocity, clusters, and bridges.
- Identify informal leaders, brokers, influencers, and isolated employees.
- Conduct Organizational Silos Analysis.
- Evaluate Knowledge Flow Analysis and collaboration overload.
- Interpret Organizational Network Visualization outputs.
- Develop targeted interventions for cross-functional collaboration.
- Apply Collaboration Performance Metrics and remeasurement plans.

Training Methodology:

The course uses an applied and interactive methodology combining facilitated instruction, case studies, group work, network-map interpretation, and action-planning exercises.

Participants compare formal organizational charts with informal network maps and analyse central players, brokers, silos, isolated employees, and overloaded connectors. Case studies demonstrate how Organizational Network Analysis can reveal weak cross-divisional communication, concentrated influence, limited knowledge sharing, and hidden operational risks.

Workshops guide participants through the complete ONA cycle: defining a business use case, selecting data sources, mapping relationships, interpreting findings, assessing risks, and recommending interventions. Peer discussions and feedback sessions help participants validate conclusions and avoid oversimplified interpretations.

The programme remains tool-neutral. Specialist ONA software and licences are not provided; participants receive practical insights, examples, and guidance on relevant analytical and visualization tools.

Course Toolbox:

- ONA project-scoping template
- Network-survey question examples
- Active and passive ONA comparison guide
- Employee privacy and consent checklist
- Sample relationship datasets
- Network-map interpretation guide
- Centrality and network-role reference sheet
- Informal leader identification checklist

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Course Agenda:

Day 1: Foundations of Organizational Network Analysis

- **Topic 1:** Understanding Organizational Network Analysis and Its Business Value
- **Topic 2:** Comparing Formal Structures with Informal Organizational Networks
- **Topic 3:** Nodes, Ties, Direction, Frequency, and Relationship Strength
- **Topic 4:** Types of Workplace Networks: Information, Trust, Advice, and Collaboration
- **Topic 5:** Applying ONA to Organizational Performance Analysis
- **Topic 6:** Defining Clear Business Questions and ONA Use Cases
- **Reflection & Review:** Compare an organizational chart with an informal network map and identify the hidden relationships that influence performance.

Day 2: Organizational Network Data Collection and Governance

- **Topic 1:** Active ONA Using Surveys, Interviews, and Relationship Questions
- **Topic 2:** Passive ONA Using Email, Meeting, Messaging, and Collaboration Metadata
- **Topic 3:** Designing Network Surveys for Collaboration, Influence, and Knowledge Flow
- **Topic 4:** Selecting Participants, Network Boundaries, and Relationship Dimensions
- **Topic 5:** Preparing and Validating Organizational Network Data
- **Topic 6:** Managing Privacy, Consent, Confidentiality, and Ethical Risks
- **Reflection & Review:** Develop a responsible data-collection plan for a workplace collaboration challenge.

Day 3: Network Metrics, Roles, and Visualization

- **Topic 1:** Measuring Network Density, Connectivity, Reciprocity, and Distance
- **Topic 2:** Interpreting Degree, Betweenness, and Closeness Centrality
- **Topic 3:** Identifying Informal Leaders and Influential Employees
- **Topic 4:** Recognizing Brokers, Boundary Spanners, and Key Connectors
- **Topic 5:** Detecting Isolated Employees and Peripheral Network Positions
- **Topic 6:** Reading and Presenting Organizational Network Visualizations
- **Reflection & Review:** Interpret a sample network map and explain its central players, clusters, bridges, and isolated nodes.

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Day 4: Diagnosing Collaboration and Organizational Risks

- **Topic 1:** Analyzing Employee Collaboration Patterns Across Teams
- **Topic 2:** Detecting Organizational Silos and Cross-Functional Gaps
- **Topic 3:** Mapping Knowledge Flow and Operational Dependencies
- **Topic 4:** Identifying Collaboration Overload and Key-Person Dependency
- **Topic 5:** Assessing Trust, Learning, Decision-Making, and Support Networks
- **Topic 6:** Building an Organizational Network Risk Matrix
- **Reflection & Review:** Evaluate a network case and prioritize risks related to silos, overload, isolation, and knowledge concentration.

Day 5: Improving Collaboration and Organizational Performance

- **Topic 1:** Using ONA to Improve Cross-Functional Collaboration
- **Topic 2:** Strengthening High-Value Connections Without Creating Overload
- **Topic 3:** Supporting Informal Leaders, Brokers, and Knowledge Hubs
- **Topic 4:** Designing Interventions for Silos, Isolates, and Weak Bridges
- **Topic 5:** Establishing Collaboration Performance Metrics and Baselines
- **Topic 6:** Creating a Now–Next–Later ONA Improvement Roadmap
- **Reflection & Review:** Present a practical ONA action plan with targeted interventions, responsibilities, and measurable outcomes.

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specialist qualification in statistics, programming, or data science is required. General experience in HR, management, organizational development, workforce planning, analytics, or team leadership is helpful.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4–5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20–25 hours of instruction.

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Does Organizational Network Analysis require reading employees' private messages?

No. Active ONA commonly uses structured workplace surveys. Passive ONA may analyse communication metadata, such as interaction frequency or meeting patterns, rather than message content. Any approach should apply clear purpose, consent, privacy controls, and responsible data governance.

How This Course is Different from Other Organizational Network Analysis Courses:

This course treats Organizational Network Analysis as a practical business-improvement method rather than only a technical or academic subject.

Participants examine multiple network dimensions, including information flow, trust, collaboration, learning, influence, decision-making, and problem-solving. This helps reveal informal leaders, overloaded employees, weak bridges, isolated staff, organizational silos, and knowledge dependencies.

The course also emphasizes targeted intervention. It does not assume that increasing every connection will improve performance. Excessive collaboration can overload key employees, increase costs, and delay decisions. Participants learn to strengthen high-value relationships while reducing unnecessary dependencies and collaborative demands.

The programme integrates data collection, visualization, privacy, interpretation, action planning, and remeasurement while remaining independent of any specific software platform.

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- Digital Government & Public Service Training Courses
- Education and Learning Development Training Courses
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- Finance and Accounting Training Courses
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