

Organizational Effectiveness Needs Assessment Survey for Managers and Supervisors Spring 2005

The Office of Faculty and Staff Assistance is in the process of re-establishing the Supervisory Certification Training Program. Part of this effort is to assess your training needs as managers and supervisors at CSU, Chico. Based on the results of this survey we hope to offer you the resources and skills needed to effectively manage your area. Thank you!

Background Information

1. Primary position on campus

Please select one

2. Primary area you work under

Please select one

3. Gender

Please select one

4. Highest education level

Please select one

5. Length of time in a supervisory position

Please select one

6. Are you responsible for performance evaluations of employees?

Please select one

7. When was the last time you discussed performance problems with any of your employees?

Please select one

8. When was the last time you had to take corrective action with any of your employees?

Please select one

If you have taken corrective action, please indicate the type of action taken. (Mark all that

apply)

| | |
|---------------------------------|--------------------------|
| Verbal discussion with employee | <input type="checkbox"/> |
| Written counseling letter | <input type="checkbox"/> |
| Verbal reprimand | <input type="checkbox"/> |
| Written reprimand | <input type="checkbox"/> |
| Temporary suspension | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

Training Needs Assessment

9. I feel adequately trained as a manager/supervisor.

Please select one

Please indicate if you would attend the following workshops.

| 10. Managing the Workplace | Would not attend | Might attend | Would attend |
|---|-----------------------|-----------------------|-----------------------|
| Managing Change and Transitions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ways to Improve Morale | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Performance and Productivity Management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Conducting Effective Staff Planning Meetings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Incentives to Help Employees Stay Motivated | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Responsibilities and Rights of a Supervisor | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Developing Effective Communication between Staff and Management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Strategies to Encourage Collaboration Between Departments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Developing a "Team Approach" in my Department | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Dealing with Difficult Concerns | Would not attend | Might attend | Would attend |
| The Judicial Affairs Process: Issues Regarding Faculty and Student Rights, and When to Ask for Help | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When and How to Investigate Allegations and/or Complaints | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Holding Difficult Conversations Regarding Sensitive Issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dealing with Anger and Potential Violence: Prevention Strategies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | |
|--|-----------------------|-----------------------|-----------------------|
| Conflict Resolution | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communicating and Correcting a Problem in the Workplace | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How to Effectively Intervene When You Have an Impaired Faculty or Staff Member | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How to Address and Document a Disciplinary Problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Retention, Discipline, and Dismissal Issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dealing with Stress, Anxiety, and Burnout in the Workplace | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Best Practices | Would not attend | Might attend | Would attend |
| Effectively Responding to Employee Disability Issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Diversity: Hiring and Retention Issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10 Things the Union Wants Every Supervisor to Know | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Workers' Compensation: When to Report and Why | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge and Updates for New Supervisors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hiring "Policies and Procedures" Issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Performance Evaluation Strategies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Demystifying the Budget Process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Demystifying In-Range Progression vs. Reclassification | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

13. Check any of the following barriers that may keep you from attending training sessions. (Mark all that apply)

| | |
|---|--------------------------|
| It's difficult to get coverage while I'm away from my workplace | <input type="checkbox"/> |
| My supervisor is not supportive | <input type="checkbox"/> |
| I am too busy | <input type="checkbox"/> |
| I don't need additional training at this time | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

14. Would you attend an 8-12 week "Meet and Greet" weekly networking session with guest professionals across campus available to answer some of your most

frequently asked questions?

| | |
|-------|-----------------------|
| Yes | <input type="radio"/> |
| No | <input type="radio"/> |
| Maybe | <input type="radio"/> |

What do you feel is your greatest strength while providing services to the University?

What do you feel is your greatest challenge while providing services to the University?

What do you feel is your greatest stress while providing services to the University?

What ideas do you have to improve morale on campus?