

STAFF DEVELOPMENT



1997-2001

STAFF DEVELOPMENT PROGRAM

Faculty and staff development is represented in Strategic Priority #2 of the University's Strategic Plan. Responding to the University's Strategic Plan, the Staff Development Program was established February 1997 and is currently completing its fifth year.

In accordance with the University Strategic Plan, Priority #2, a University Staff Development Committee was formed in the fall of 1995 to begin the process of analysis and needs assessment for the Staff Development Program.

In spring 1996 President Esteban set aside \$150,000 for staff development. At that time, the president also indicated that the staff development resources should be used primarily to support The Strategic Plan of the Future. The President continues to encourage managers and supervisors to (a) take professional development accomplishments into consideration in performance reviews and in PBSI recommendations, and (b) to provide reasonable amounts of time, during work hours, for training and development opportunities. The Strategic Plan, developed under the leadership of Provost Scott McNall, includes a commitment to "work to institute and fund systematic staff development and renewal plans in each unit of the University."

Ms. Kelly Tingley was appointed Coordinator of Staff Development in January 1997, and continues to work with the advisory committee evaluating workshops that would be most beneficial to meeting the needs of staff.

In 1998 a survey was conducted throughout the campus in early spring that assisted the committee in determining future staff development workshops. Based on those results, a variety of workshops have been offered through the Staff Development Program.

To date, **the Staff Development Program** has sponsored **41** training workshops attended by over **900** staff members. The topics of the workshops include conflict resolution (Beverly Ford); stress management (Laurie Wermuth); business writing (Casey Huff); coping with negativity and declining morale in the workplace (Marv Megibow); self-talk skills for thriving under pressure (Walt Schafer); managing change (Charlotte Lass); dealing with difficult people (Clare Roby); and, managing for performance (Parker Knox) to name but a few.

In July 1997 a three-part workshop on professional telephone skills was offered twice by Kelly Tingley. Videotapes purchased for these workshops have been used by staff unable to attend and continue to be available on a check-out basis. Staff, in various offices on campus, have borrowed the tapes to train new student employees. The telephone skills workshop was also offered to the Janet Levy Center at their request.

Several business writing workshops have been offered by Casey Huff, Office of Public Affairs and Publication. The workshop provided insights to writing reports, responding to questions and complaints, and handling other correspondence. Topics included editing, effective business writing, advanced business writing, and grammar challenge.

In its first year the Staff Development Program offered a workshop on Violence in the Workplace that was offered by Beverly Ford, Employee Assistance Program, Dennis Frazier, Office of Human Resources, Don Graham, Psychological Counseling Center, and Michael Minard, University Police. This workshop was presented to provide staff with ways to recognize potentially violent situations and effective ways to handle them. This particular workshop is now part of the Supervisory Certificate Program under the leadership of Beverly Ford.

A majority of the workshops noted above were taught by faculty and staff who volunteered their time and expertise at no cost to the program.

Since its inception, the Staff Development Program boasts an 88 percent attendance rate, based upon the number of requests received for workshops versus the number of individuals who actually attend. We believe this high rate reflects the campus demand for training workshops and professional development opportunities as well as confidence in the program.

In 1998 **the Staff Development Program** proposed a time management workshop to CELT (the Center for Excellence in Learning and Teaching). The proposal was accepted and was presented to all faculty, staff, and students at the 1998 Annual CELT Conference. The facilitator of this workshop was Jan Hannis of JK Hannis Marketing and Training.

To date, the Staff Development Program has received eighteen requests for funding individual professional development projects. In each case, the advisory committee has made a recommendation to the **Vice Provost of Human Resources** based upon the established guidelines. **Nine of the 18 requests have been funded for a total expenditure of \$3033.**

The largest effort of the Staff Development Program has been the "People Skills" workshop. The Staff Development Program and the Vice President for Business and Finance co-sponsored the first workshop in January of 1998. **Sharing of expenses for the workshop by the two sponsors represents a model that we wish to continue to encourage.** The facilitator of the workshop was

Tom Champoux, a nationally recognized speaker and co-founder of the Effectiveness Institute in Redmond, Washington. Sixty staff members, chosen by lot, attended this first workshop.

Due to the positive feedback received from employees who attended, Tom Champoux returned four more times (1998-2000) to present additional People Skills workshops. Two of these workshops were co-sponsored – one with Continuing Education and one with Human Resources. (insert second picture of people) Based on a survey in spring 2000 to individuals who attended a People Skills workshop, Staff Development is offered another workshop in January of 2001. Of those surveyed, 63 percent indicated they had a better working relationship with their co-workers, 64 percent indicated they had improved their communication skills, and 70 percent indicated they had improved their level of tolerance. **The Staff Development Program extended an invitation to the City of Chico, Butte County and the Chamber of Commerce to participate in this workshop. The City collaborated with Staff Development Program in this effort and approved funding for seven City employees to attend.**

As a follow-up to the People Skills workshop, Staff Development offered seven “When Styles Collide” workshops. The facilitator was Michael Clifton, also from the Effectiveness Institute.

The Staff Development Program is currently looking at other opportunities of bringing various speakers/workshops to campus. In addition, qualified faculty and staff on campus will be asked to provide workshops assist with staff training needs.

Advisory Committee:

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