

FOCUS 2015 Action Plans
Training and Development Plan

Describe the goal of the action plan- *What are you trying to achieve?*

The Campus-wide Training and Development Plan was formally accepted by Chancellor Sorensen in the summer of 2008 to ensure that institutional needs align with employee development needs. The plan identifies training and development opportunities that are generally applicable to employees across more than one division. Ideas for training needs emerge from several sources, including the annual planning process, feedback from the campus through various listening posts, and assessment of existing training.

Highlight the progress that has been made in the past 6 months – *What are the major accomplishments and gaps?*

Administrative Training and Professional Development

- **Department Chair Training** - 3 sessions were offered this fall which included topics on performance evaluations, financial management, student issues, and curriculum with 30+ attendees. Two sessions on managing conflict and employee engagement were offered during January Professional Development week.

Continuous Quality Improvement

- **Quality Training Certificate** – First session was on AQIP/Baldrige in November 2009. 24 attendees. Spring session scheduled for 4/21/10. Presentation held during January Professional Development day.
- **Customer Service Training** – Customer Service Ambassadors promoted Customer Service Week Oct.5-10, 2009. Passed out candy jars, promoted customer service motto and a held reception. Dealing with Difficult people session held during January Professional Development Week with 40+ participants.

Diversity Training

- **Equal Opportunity Training** – All unclassified search committees trained; Policy revision approved; Dept chairs trained; Promotion Committee trained; EDGE presentation; Provost Council and CEHHS Council trained; New employee orientation.

IT Training

- **Software applications including Microsoft Office, Adobe Acrobat, Photoshop, etc.** - Online training is available 24/7 via Lynda.uwstout.edu.

New Employee Training/Development

- **New@UW-Stout Orientation Program** – Session held on September 1, 2009, with 30+ participants. Fall session was cancelled due to lack of new employees. Session held on January 20th with 20+ participants. Session scheduled for April 22nd.

Training Management System

- Doug Wahl is currently working with UW-Madison to co-exist within their training management system. The system would provide a one-stop shop for employees to view training opportunities on campus. In addition, it would provide all training data to be stored in one place, in order to keep track of attendance and follow up with attendees by surveying them regarding the usefulness of the training.

Workplace Safety and Injury Prevention

- **Workplace Violence Prevention**- Chief Walter and Sergeant Starck presented "Preventing Mass Casualty Shootings in a College Setting" to 12 different councils and classes since July 1, 2009. Discussion on safety at campus business office/bank in light of recent area bank robberies.

Discuss any concerns associated with the action plan- *What additional support or action could be provided by the SPG to achieve the action plan goals?*

The Campus-wide Training and Development Plan is reviewed annually. What is the best approach for getting input campus-wide for changes, additions, deletions, to the plan?