

MEMO

To: President Richard F. Wilson

From: Staff Council AY2007-08

(Ken Detloff, Jenny Hand, Kelly Lawton, Tim McKeown, Patrick McLane, Ron Roth, Amy Sutter, and Robyn Walter)

Date: September 28, 2007

RE: Issues Identified as Priorities for In-house Training/Development

At our meeting on May 29, we identified the three areas (Communication, Orientation and Supervisor Training) that emerged as priorities as we discussed the charge we were given: to identify professional development opportunities which can be accomplished with in-house training. At that time you asked us to refine these topics and offer a more specific content level that could be effectively delivered. Below, you will find a list outlining suggestions for each area. While not intended to be comprehensive, these summaries highlight needs which have been identified in many venues, including Community Forums, the Oakbrook report, surveys administered to all staff by the North Central Steering Committee, the North Central Self-Study Report, the Summary and Principal Findings Report from NCA, and the University's strategic plan.

In addition, Staff Council plans to host open forums with staff on October 11 and 12. After those sessions, we will collect and categorize the feedback we receive. Hopefully, we'll be able to share this information with you in early November.

Orientation:

- 1) New employee brochure
- 2) Peer mentoring program
 - a. on-call availability
 - b. 2 lunches, one each semester
 - c. Regular follow-up at specified intervals up to 18 months
- 3) Mandatory sessions for/with certain constituencies (identified by job need)
- 4) Organizational Charts
- 5) Introduction to University mission and vision statements
- 6) Overview of services performed by (among others)

Alumni Relations
Ames Library and Thorpe Digital Center

Business Office
Career Center
Health Services and Counseling and Consultation Services
Human Resources
Information Technology
Mellon Center
Physical Plant
Printing, Publications and Mailing Services
University Advancement / Development
University Communications
Shirk Center

Communication:

- 1) Updated handbook with clearly articulated policies/procedures for all constituencies, available printed and on-line
- 2) Mandate transparency in 2-way communication
- 3) Consultation with affected constituencies before policy implementation
- 4) Staff visitor to Board of Trustees
- 5) Organizational Charts (clear delineation of Cabinet responsibility for campus offices)

Supervisor Training:

I. Targets – may have unique needs as well as those shared by all

- 1) Academic Department chairs
 - a. typically rotating terms can lead to problems with “inherited” employees
- 2) Administrative Department Heads, including Cabinet level administrators
- 3) Employees supervising student workers

II. Topics:

- 1) How to:
 - interview/hire
 - evaluate and discipline/reward
 - terminate
 - motivate
 - lead a meeting
- 2) Address harassment issues
- 3) Clear and consistent expectations, normed across constituencies
- 4) Campus policies and procedures