

Staff Development Grant Final Report

St. Cloud State University

Project: Campus staff development day enhancement

Description: This money will afford more programming and provide additional staff development opportunities for others throughout the year.

Project leader: Donna Croatt, Human Resources

Award: \$2,500

Project Re-cap

We held a Staff Development Day on May 13 for our classified staff. We had one main speaker and seven breakout sessions in the morning and repeated the schedule again in the afternoon. We used the funds received to hire an excellent speaker from Rockhurst University. Jennifer Curtet's keynotes were on *Secrets to Creating an Energized, Engaged and Effective Workplace*. She also did breakout sessions on *Unparalleled Customer Service*.

We had approx. 200 classified staff attend the conference. The breakout sessions that we had were as follows: *Business Services Q & A, FMLA Q & A, Emergency Procedure: Protect Yourself, Ergonomics, Unparalleled Customer Service, Web 2.0 Tools and Cleaning to Protect Health While Protecting the Environment*. We also invited community charitable and civic organizations to set up information tables at lunch to provide information on how SCSU employees can get involved in the St. Cloud community.

Conference costs were as follows:

Rockhurst Speaker	\$2900
Occupational Therapist	183
Box lunch/refreshments	2336
Tech. fee	70
Printing	<u>60</u>
TOTAL	\$5549

Impact

Our objective was to hold an educational and motivational training day for the classified staff. The staff enjoyed the opportunity to network with other staff members and to gain useful knowledge that will help them with their jobs. The goal for the keynote session was to get employees excited about their jobs and to have a positive attitude. The breakouts impacted the employees as follows:

- Business Services Q & A – Office staff were able to find out the correct process or forms to use and to ask related questions.
- FMLA Q & A – This session gave a general overview of what FMLA is and answered questions.
- Emergency Procedure: Protect Yourself – This session provided tips on how to be safe and protect personal belongings while at work.
- Ergonomics – A local Occupational Therapist provided information and hands-on demonstrations on how to adjust office chairs, etc. to correctly fit the individual.

- Customer Service – This is a topic that everyone can benefit from and it is always good to hear some tips on how to provide our customers with better service.
- Web 2.0 Tools – This session provided an overview on many of the “new” technology tools that we all hear about, but don’t really understand how they work.
- Cleaning to Protect Health & the Environment – Buildings and Grounds reps held discussions on the recycling and Going Green efforts that SCSU is doing.

Reflection

This is the first year that we offered a Staff Development Day on one day only. We previously had the conference on two days, allowing half of the employees to attend one day and the other half the second day. Due to limited funds, the conference committee decided to try one day with it split in half. Many employees were disappointed in only having a half day, but we also received some positive comments from some that liked it better because of their busy jobs. Having the half day session made for short breakouts, which some liked, but many felt were too rushed and not in-depth enough.

From the evaluations that we did using SurveyMonkey, there were many positive comments on how much they enjoyed the keynote speaker such as “She was energetic and had my attention the whole time”, “She was very upbeat, energetic and humorous and she shared a large amount of valuable information”, “The speaker was exceptional”, “She was awesome” and “Jennifer was excellent and gave me some tools to use”. The evaluations for the breakouts were mostly positive, with a few negative remarks. Most were appreciative of the information that they learned and felt that it will be beneficial to them.

Being able to offer a Staff Development Day for classified employees is very important, as for most, it is their only opportunity for any professional development. They are grateful for the opportunity to get away from their jobs, learn something new and network with others on campus that they don’t see very often.