



HUMAN RESOURCES STRATEGIC PLAN UPDATE – YEAR 4

ITEM B: FACULTY AND STAFF DEVELOPMENT – BYRD

Experiential Learning, Methods of Delivery, and Pedagogical Research

- 1. Laker Leadership Academy – New Iteration of CSU Leadership Program Launching Oct. 2019**
 - a. Combined Leadership Excellence for Assistant Professors and Emerging Leaders Program into one program to facilitate Faculty and Staff engagement and increase collaboration and leadership growth between faculty and staff.
 - b. Cohort selected for 2019 – 2020. Nineteen (19) participants in this year’s program. 59% increase over LY.
 - c. Kickoff Date: October 2019.
 - d. Overview of module topics attached.
 - e. Assessment Methodology: Participant survey and feedback

- 2. SkillSoft Training System Implementation**
 - a. Launched October 7, 2019
 - b. USG Mandatory training transitioned to SkillSoft
 - c. Each employee will have a professional development “transcript” in SkillSoft that tracks courses and certifications completed.
 - d. System will be used to deliver additional Clayton State faculty and staff training.
 - i. Budget Training
 - ii. Procurement Training
 - iii. Travel Training
 - iv. Various other HR and Payroll Trainings

- 3. Supervisor Training Program**
 - a. For new and existing “front-line” supervisors. Assessment created to determine suitability/need for this program.
 - b. Hybrid Curriculum (Classroom & SkillSoft)
 - c. Overview of module topics attached.

- 4. Search Committee Training**
 - a. Design to deliver best practices, tips, and suggestions to deliver a successful, diverse, and inclusive search for key faculty and staff.
 - b. A coordinated part of the diversity and inclusion initiatives at Clayton State University with a focus on diversifying applicant pools, eliminating biases and missteps in the recruiting process.
 - c. Assist with creating and maintaining a positive candidate experience during the recruitment process.

LAKER LEADER ACADEMY 2019-2020

KICKOFF LUNCHEON (OCTOBER 4, 2019)

An opportunity to get acquainted with fellow participants, meet many of the facilitators who will participate in the program, hear from President Hynes and Provost Demmitt, and get an overview of the leadership program.

SESSION 1: LEADERSHIP IN PRACTICE: LEADERSHIP STYLE & ITS IMPACT ON THE ORGANIZATION NOVEMBER 1, 2019

This highly interactive facilitated discussion will challenge your assumptions of what leadership is all about. Discussion of various leadership styles and “change management” styles will assist the participants in identifying and understanding their leadership style and how it can support the institution’s strategic plan.

SESSION 2: HOW TO TRANSITION INTO A LEADERSHIP ROLE (DECEMBER 6, 2019)

Why do so many competent leaders fail to transition into new roles successfully? What is it about senior job transitions – whether coming in from the outside or moving upward or sideways within the organization – that proves so challenging? This session will tackle the challenges of moving from colleague to a leadership role. Helpful tips will be given to make the transition smoother.

SESSION 3: LEADERSHIP COMMUNICATIONS AND CHANGE MANAGEMENT (JANUARY 3, 2019)

One of the core topics often requested when developing leaders is developing critical communication skills. Leaders must be able to establish a vision, inspire others, maintain a positive workplace culture, and present information clearly. Internal communications also play a critical role in change management. In a time when change is a constant, this session will assist leaders with change management.

SESSION 4: GIVING FEEDBACK, DEALING WITH DIFFICULT SITUATIONS, AND GROWING OTHERS (JANUARY 17, 2020)

This session will discuss proven techniques for giving effective feedback and highlight the importance of dealing with difficult situations quickly. A model for dealing with difficult people and minimizing the emotions of the situation will be discussed. Interactive sessions will be held that will allow participants to practice handling difficult situations.

SESSION 5: STRATEGIC PLANNING AND PROCESS IMPROVEMENT (FEBRUARY 7, 2020)

Process improvement should be the goal of every leader in an organization. He or she should have a good understanding of existing processes, but also be familiar with techniques that can be used to introduce process changes to improve quality, efficiency, reduce costs and accelerate schedules. This session will discuss process improvement techniques in relation to strategic planning.

SESSION 6: THE DEPARTMENT CHAIR OR DIRECTOR – ROLES AND RESPONSIBILITIES (FEBRUARY 28, 2020)

A panel of department chairs and directors will create an interactive program for the Laker Leadership Cohort in this session. Current Chairs and Directors will discuss lessons they have learned since being promoted into their current roles.

SESSION 7: FOSTERING AND ENVIRONMENT OF CIVILITY, DIVERSITY, AND INCLUSION (MARCH 13, 2020)

By realizing there are multiple dimensions of diversity, institutions can begin to create an environment where they make inclusiveness a priority. This session will discuss the topics of civility, diversity, and inclusion and present ways leaders can create a more inclusive environment. The topic of implicit bias will also be delved into and ways to combat implicit bias in ourselves as leaders and in our areas of responsibility.

SESSION 8: LEGAL ISSUES, COMPLIANCE, AND FINANCIAL CHALLENGES (MARCH 27, 2020)

This is a discussion with key leaders within Clayton State, which will explore the legal, compliance, and financial challenges we face as an institute of higher education.

SERIES CONCLUSION CELEBRATION & GRADUATION (APRIL 17, 2020)

A luncheon will be held upon completion of the series to celebrate and to discuss how to continue the learning and growth gained from the experience of being a participant in Laker Leadership Series. Certificates of completion awarded to participants.



Supervisor Development Program

Program Overview:

This 15 hour hands-on supervisor development program is designed to deliver the training needed to be an effective supervisor at Clayton State University. This course will assist new supervisors in their role and serve as additional training for more experienced supervisors.

Objectives:

The objectives of this program are:

1. Outline the behaviors effective supervisors demonstrate.
2. Help participants develop and improve essential supervisory skills.
3. Help develop team building and goal setting skills.

Classroom Content:

Introductory Session – HR Training Room (2 Hours)

1. Supervisor Expectations at Clayton State University – Covered During
2. CSU Policies, Procedures, and Forms

Wrap-Up Session – HR Training Room (2 Hours)

1. Documentation and Progressive Discipline
2. EEO Training

SkillSoft (Online) Content (11 Hours):

1. The Reality of Being a First Time Manager (Job Aid Included)
2. Facing Challenges as a First Time Manager
3. Workplace Management: Employment Laws and Regulations
4. Polishing Your Feedback Skills (Job Aid Included)
5. Establishing Team Goals and Responsibilities, and Using Feedback Effectively
6. Facing the Management Challenges of Difficult Behavior/Diverse Teams (Job Aid Included)
7. Difficult People: Why They Act That Way and How to Deal with Them
8. Difficult People: Strategies to Keep Everyone Working Together
9. How to Manage Difficult Conversations (Job Aid Included)
10. Trust Building Through Effective Communication (Job Aid Included)
11. Choosing the Right Interpersonal Communication Method (Job Aid Included)
12. Listening Even When It's Difficult to Listen (Job Aid Included)
13. Navigating Your Own Emotions (Job Aid Included)
14. Navigating Other People's Emotions (Job Aid Included)
15. Navigating the Workplace with Emotional Intelligence (Job Aid Included)
16. Navigating Challenging Situations with Diplomacy and Tact
17. Bridging the Diversity Gap (Job Aid Included)
18. Your Role in Workplace Diversity (Job Aid Included)