WCU 2015-2016 KEY PROFESSIONAL DEVELOPMENT HIGHLIGHTS

CURRENT

• The “Seven Habits of Highly Effective People” continues to show strong interest and participation across the campus community. A support group of “Coveyites” has been formed by graduates of the program. The purpose of the group is to provide a forum where graduates of the program can share their experiences and challenges in applying the seven habits to improve their overall contribution to the institution.

• A steering committee, including the Office of Human Resources & Payroll, the Office of Campus Activities, and Coulter Faculty Commons has been formed to oversee the delivery of Seven Habits, including participant selection.

• In mid-summer, in collaboration with Coulter Faculty Commons, WCU sponsored the 2nd annual Administrative Support Professionals Institute. The institute provided competency, customer service, and leadership based training and professional development opportunities for a key segment of the university workforce.

• The University’s Employee Assistance Provider (EAP), ComPsych continues to offer high quality one-hour workshops on a number of themes. This semester they will deliver seven workshops that focus on critical personal and professional skills development. The curriculum was developed as the result of a needs assessment survey conducted last year designed to identify the areas or gaps in faculty and staff development opportunities.

• In October 2015, the University launched a new Talent Management system. The new site will facilitate all recruitment, hiring, position management, salary administration, performance management, and faculty and staff onboarding business processes. As the new system will replace many current paper/manual processes, the Office of Human Resources & Payroll staff have provided hands on training seminars and information sessions on the use of the new system. Attendance has been heavy and feedback on the new system has been very positive.

• The Office of Human Resources and Payroll, the Office of Campus Activities, and the Coulter Faculty Commons collaborated to launch the first-ever Leadership Week during the week of November 2-6, 2015. The week included 21 discreet events addressing 5 domains: Leadership in International Perspective, Leadership Opportunities, Leadership Development, Engaging the World, and Leadership Films. In addition to advanced registration opportunities, each day Faculty and Staff were provided with a communication advising of the day’s offerings, as well as a link to a video of various leaders of WCU sharing their thoughts on leadership.

• The Office of Human Resources & Payroll continues to coordinate and co-facilitate the mandatory Campus Safety Training on a semi-annual basis to all new faculty and staff, as well as coordination of the Equal Employment Opportunity Institute – a two-day training mandatory for all new managers and supervisors.

UPCOMING

• A steering committee has been formed to research, develop, and launch a Professional Development Certification program for the WCU workforce. The collaborative committee consists of representatives from Human Resources & Payroll, Academic Affairs, Student Affairs, Facilities, Educational Outreach, and Coulter Faculty Commons. The proposed certification program has been developed and includes seven domains: Leadership, Management & Supervision, Safety & Compliance, Instruction & Training, Customer Service, Project Management, and Administrative Support. The steering committee has developed competencies for each domain and the number of training hours required for certification. This initiative will be rolled out in the spring semester of 2016.

• Our Professional Development Manager, Patrick Hughes, has recently completed training and become certified to deliver an exciting new offering, “Crucial Conversations”. “Crucial Conversations” is a two-day seminar, aimed primarily at managers and supervisors, and provides them tools of communication, especially in situations that are tense or sensitive. The University will roll out “Crucial Conversations” in the spring semester of 2016.