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## CENTRAL WASHINGTON UNIVERSITY

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*Your future is Central.*

### 2008 Training and Development Survey

In June, the Human Resources Department conducted a training and development survey requesting input from the campus community. The survey was designed to obtain feedback on the existing training programs and processes, and to evaluate new programs that may need to be offered in the future. We received input from 284 staff members.

Thanks to everyone who participated in the survey. We are committed to ensuring that the university's training and development program meets the needs of the community.

The following recaps the responses:

- **It was easy to navigate through the Training and Development website to locate and register for scheduled classes.** 63% agreed or strongly agreed
- **A reasonable number of classes were scheduled to enable you to achieve your goals.** 60% agreed or strongly agreed
- **Class advertising through e-mail and the intranet was sufficient.** 80% agreed or strongly agreed
- **The training programs are beneficial towards helping you achieve your performance goals.** 70% agreed or strongly agreed
- **Class length is appropriate towards helping you achieve your training development goals.** 67% agreed or strongly agreed

**ACTION PLAN:** Based on the responses and comments received, the following outlines the action plan for the coming year:

- **Offer more classes that better address ongoing development challenges of staff.**
  - Add the following new classes:
    - Generations in the Workplace
    - Time Management
    - Writing Effective Position Descriptions

- Revise required supervisory development programs for supervisors of classified and exempt employees to include Compensation Practices, Labor Relations and Recruitment & Selection Process
- Training and development program has been realigned into three performance development tracks based on position level of the employee.
- Following classes/topics currently offered:
  - Diversity, Developing Interpersonal Communication Skills, and Dealing with Difficult People are offered as part of the following existing programs: Preventing Workplace Discrimination, Communicating Effectively within the Workplace, Creative Conflict Communication, and Appropriate Workplace Behavior. The new class, Generations in the Workplace, will also focus on diversity and developing interpersonal communication skills.
  - Budget and Travel
- **Reduce length of classes, when appropriate, to 2 hours from 4-hour format.**
- **Continue to explore online training registration program.**
- **Review vendors of on-line training programs to provide additional options for delivering training in addition to in-classroom.**
- **Continue to assess current training programs and resources to gauge their effectiveness and value to the CWU community.**
- **Establish training calendar for CWU Centers to include distance education and on-site programs.**