Professional Development Initiatives for FY2010

Conduct several facilitated brainstorming sessions with support staff to share tips and tricks and to determine desired professional development opportunities. Brainstorming will be critical to this project as it will help to generate a multitude of ideas about specific problems or issues support staff experience daily. It’s a great way to foster creative thinking and make better decisions. These facilitated brainstorming sessions will create a safe environment for people to share and extend diverse ideas. Group brainstorming also develops trust and deeper professional relationships among staff.

Professional Development Ideas (actual sessions will be determined by support staff)

- **Microsoft Word (12 hrs)** – This session would cover the core elements of Word in four three-hour sessions. In addition to these core elements, support staff will complete actual work-related projects utilizing this application.

- **Microsoft Excel (12 hrs)** – This session would cover the core elements of Excel in four three-hour sessions. In addition to these core elements, support staff will complete actual work-related projects utilizing this application.

- **Microsoft PowerPoint (12 hrs)** – This session would cover the core elements of PowerPoint in four three-hour sessions. In addition to these core elements, support staff will complete actual work-related projects utilizing this application.

- **Microsoft Access (12 hrs)** – This session would cover the core elements of Access in four three-hour sessions. In addition to these core elements, support staff will complete actual work-related projects utilizing this application.

- **HYPERION (BRIOS)** – This session would be conducted by Office of the Chancellor personnel and would consist of levels: Level I Beginner (4 hrs), Level II Intermediate (4 hours), Level III Advanced (4 hours), and Lab (4 hours) This training session would take place over two days. In addition to covering Hyperion, participants will complete actual work-related projects utilizing this program.

- **Lean Office (12 hrs)** – This session would consist of teaching support staff the basic theory and principles of continuous improvement in an office environment. This session would include process mapping, flowcharting, Gantt charting, and various other continuous improvement techniques. All sessions would consist of project-based learning and support staff would be expected to complete a continuous improvement project in their area and prepare a presentation.
✓ **Workplace Organization (12 hrs)** – This session would consist of teaching support staff the theory behind and the value of workplace organization. All sessions would consist of project-based learning and support staff would be expected to complete a workplace organization project in their area and prepare a presentation.

By participating in these sessions, support staff will be expected to actively participate in the brainstorming sessions, complete assigned projects, and prepare presentations for the support staff group and the President’s Cabinet. Upon successful completion of these sessions, employees may complete an application for an opportunity to attend one of two national seminars:

1) **Taking on Greater Responsibilities: Step-up Skills for Non-Managers** – Northland will be facing new demands and needs employees to “step up to the plate”. This two-day seminar covers managing change, communication strategically, leading, working in teams, and juggling new assignments with current responsibilities. This seminar will give employees the career development skills needed to make a difference and grow in their positions. ($3300 includes expenses)

2) **Stepping Up to Leadership: A Course for Administrative Professionals** – Support staff will be asked to take on the challenge of leadership. This three-day seminar covers gaining confidence to help you step up to an administrative leadership role, developing strategies to influence and motivate up, down and across the organization, and learning to set expectations and provide feedback and coaching when you do not directly supervise people. ($3500 includes expenses)