

BOARD COMMITTEE ON HUMAN RESOURCES SERVICES
Thursday, August 6, 2009, 10:15 a.m.

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Chairman James Tyree recommended omitting committee reports since mostly everything was covered in the reports section. However, listed below was the report to be given by Human Resources.

Workforce Development

My comments will be brief today as I would like to present to you the preliminary results of our training needs survey as it relates to workforce development.

Overall, these are my observations:

In the area of **CCC Policies and Procedures**, both managers and line employees desired similar topics, although not always in the same order. This was one category

where both groups selected the same topic as their most desired program – Handling Conflict Resolution. The selections made tended toward the practical handling of traditionally difficult situations like conflict resolution, handling disciplinary actions and sexual harassment. Ensuring Safety in the Workplace and Understanding Job Postings also crossed both groups.

In the area of **Technology**, PeopleSoft training was the most cited with much commentary included. Intermediate Microsoft training was the next most popular topic including Excel, PowerPoint, and using graphics. Adobe training was mentioned by both groups, however more information will need to be extracted to get a full understanding of the real need.

In the **Leadership** category, basic communication skills were the most sought after. Motivating others, navigating change and creative problem solving were popular. Dealing with Disaster appeared fairly high on both lists.

The topic of **Pedagogy** was included even though this survey was administered to non-faculty staff. It was interesting to note that managers and supervisors wanted to know more about faculty-related topics to get a better understanding of the workings of the college. Some respondents felt that developing skills in program evaluation and understanding learning styles would make them better employees and advance their careers.

The “Other” category of **Training Specific to Needs** pointed out a mutual desire by both managers and line staff for a better understanding of union contracts. This was the second occasion where both groups selected the same topic as their no.1 choice. In fact the top 3 choices were the same, with Stress Management coming in no. 2 and Service Excellence being no. 3.