

Training and Professional Development Survey Summary

Over the course of the last eight months, an intensive needs analysis of the training and professional development needs of the WPI staff has been ongoing. The final piece of this needs analysis was an on-line staff survey, which concluded in late October. At this time, the Office of Human Resources would like to thank all of the staff members who participated in the survey once again, and share some of the highlights of the survey findings, as well as the plan for the year ahead, with the WPI community:

Of 450 staff members, we had a total of 199 respondents, consisting of 87 staff members, 54 non-supervisor administrators, and 59 supervisor administrators. Of these 199 respondents, 34 were male and 165 were female.

Supervisors identified the following training areas as potentially being valuable *to them*: Team Building, Motivating Employees, Delegating Responsibilities, Presentation Skills, Providing Feedback, Leadership for New Leaders, Being an Effective Listener, Time Management and Multi-Tasking.

Supervisors identified the following training areas as potentially being valuable *to their direct reports*: Time Management and Multi-Tasking, Being an Effective Listener, Improving Customer Service Skills, Confidentiality and Privacy at WPI, Email Etiquette.

Non-Supervisors identified the following training areas as potentially being valuable *to them*: Being an Effective Listener, Improving Customer Service Skills, Time Management and Multi Tasking, Presentation Skills, Email Etiquette, General Writing Skills, Organization Skills.

The pages that follow provide some visual summaries of these findings. The summaries are broken down by general topic, as well as by sub-topic in the Communications section, given that areas that fell into the sub-topic of Communications were so predominantly identified as needs of both supervisors as well as non-supervisors in the survey. The final summary breaks down leadership training needs, as identified by supervisors on campus.

Based on these results, a training and professional development plan for FY 08 is being planned. Beginning in the late summer/early fall, on campus, centrally funded courses will be available to the WPI Community addressing the key areas identified as most valuable. The FY 08 training and professional development plan will focus primarily on the following areas:

- Customer Service Skills
- Communication Skills (both verbal and written)
- Leadership Development covering areas identified above
- Time Management and Organization

As always, we welcome your continued feedback as the training and professional development plan for FY08 is unrolled.