Training
College of Arts and Letters Training Report

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Training Report

Training Mission
Successful training bridges the skills and knowledge gap between what an employee has and needs. It elevates an employee’s skillset and confidence to help grow and excel in the position, translating to improved efficiencies and customer service across the organization. It also creates new opportunities and enriched relationships, while building a culturally vibrant and positive environment that enhances professional growth and performance excellence for the entire team.

Inspired by the College of Arts & Letters and Lyman Briggs Mission Statements
- Training fosters a relationship between the individual and the department, creating a network across the college and university, while inspiring staff and trainers to be life-long learners.

Trainer
- Designs, develops, and delivers training experiences, promoting a positive and supportive learning environment
- Evaluates and measures training success and adjusts training program as needed
  - Trainer Recommendation: Someone of the same level, in a different department. There could be multiple different trainers among departments/centers
  - It’s not a requirement but it should be explained to staff that it’s a rewarding and professional development opportunity

Trainee
- Develops new skills
- Enhances productivity and instills confidence, resulting in an employee who feels essential and valued
- Builds personal connections and networks within the college and across campus
- Strives for professional growth and performance excellence

Supervisor
- Provides positive and inclusive foundational support
- Identifies training needs, referring to the resource calendar and due dates
- Collaborates with trainer to build training plans
- Communicates continuously with trainer and trainee
Connecting to the College of Arts & Letters Culture

Imperatives
Prepare the next generation
- Similar to our Citizen Scholars Program, our focus is designed to develop skill sets and create a high-achieving performance atmosphere
- Students are encouraged to participate in community outreach; we also encourage staff to network within the university and take initiative toward achieving their professional goals

Excel
- The College of Arts and Letters Excel Network takes a holistic and integrated approach to experiential education, career and professional development. We strive to take a similar approach to this mission to empower lives by focusing on skill sets and building career opportunities

Restructuring
“The career development of our staff members is critical to our future success. We are committed to establishing the College of Arts & Letters as a workplace that supports the long-term goals and aspirations of each member of our community. Processes, skills, and techniques change over time and new technological affordances (and limitations) impact the way we do our work. In order to be an effective and high-performing workplace, we all need to commit to continual learning, the hallmark of a liberal arts education. Further, we need to support and advance an organizational culture that values the experience and contribution of our staff and nurtures individuals not only in their current job, but also for future opportunities, whether it be in the College, the University, or beyond.” – Dean Christopher Long (8/28/17 CAL Restructuring Memo)

- Effective training inspires staff to be a part of the MSU community and create attainable long-term goals
- Technological advances generate opportunities to build upon existing skill sets and processes
- Training is not just for new employees, it’s the cornerstone for continual learning
- Effective training accommodates diverse learning styles
- Organizational support builds a positive foundation for individuals to grow and advance toward future opportunities
Training Resources
- Flow to Grow Chart
- Example Hire Template
- Staff Resource Page - cal.msu.edu/contacts/staff-resources
- Survey – Measuring training experience and effectiveness
- OwnCloud – Department File Sharing

Trainer Resources
- Training the trainer webinar
  2. Search “Sustaining Six Sigma Improvements”
  3. Launch course
  4. Select “Table of Contents”
  5. Under “Deploy Training for Process Owners and Staff,” select “Preparing an Effective Training Plan”

- How To Build An Effective On-The-Job Training Program - https://wheniwork.com/blog/on-the-job-training/
- Excerpts from On-The-Job Training: Keys for success (Aug 2010 at MSU)
### Step | Responsibility
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1. Identify Needs | What is the primary purpose of the training?  
Who is your intended audience? Why?  
Who are the major stakeholders in the effort?  
What are the desired outcomes?

2. Design Training Plan | What are the primary learning objectives?  
What are the major skills/competencies to be addressed?

3. Develop Learning Sequence and Resources | What does the audience need to know/do for the training to be successful?  
What is your action plan for developing training materials?  
What audiovisual or job aids will you develop/use?  
Specify practice activities.

4. Deliver Training | Practice and deliver training according to instructor outline.

5. Evaluate Results | What format will you use to gather feedback from participants and stakeholders?  
How will you incorporate recommendations for improvement?

6. Follow Up | How will the application of training be monitored?  
What follow up activities/reporting will be expected?  
What additional support is available.

"The only thing worse than training your employees and having them leave is not training them and having them stay." – Henry Ford