

STAC MEETING
Dept. of Conservation – Credit Union
July 12, 2010

Members in attendance:

Rosie Anderson-Harper..Dept. of Mental Health
Sheila BarnettDept. of Transportation
Barbara BeermannMissouri State Employees' Retirement System
Linda DunbarDept. of Corrections
Allan Forbis.....Office of Administration
Elaine Bode-Oliver.....Dept. of Health and Senior Services
Jennifer HanesDept. of Social Services
Jennifer Hentges.....Dept. of Revenue
Sarah IrwinOffice of the Secretary of State
Dana KliethermesDept. of Agriculture
Stacey RackersDept. of Insurance, Financial Institutions and Professional Registration
Jessica SchwartzDept. of Higher Education
Mary StixrudOffice of State Courts Administrator
Geri WisemanDept. of Conservation

Also attending: Denise Osborne – Office of Administration [minute recorder]

Welcome / Introduction of New Members:

Allan Forbis opened the meeting by welcoming all present STAC members. After the opening of the meeting introductions of new and STAC representatives were made. These included Dana Kliethermes – Dept. of Agriculture, new member; Jessica Schwartz – Dept. of Higher Education, new member; Jennifer Hanes – Dept. of Social Services, representing Bev Struempf; Elaine Bode-Oliver – Dept. of Health and Senior Services, representing Nick Goeke.

Agency Updates

Prior to the meeting STAC members submitted brief updates on the major training initiatives or challenges each agency is currently involved in or facing. After Allan opened the floor for questions/comments, Jennifer Hentges reported that Revenue sends out articles and videos, some of which are taken from MyQuickCoach, to all supervisors and managers on a monthly basis. This is followed up with a tracking credit form that is completed by the employee. Jennifer will email a sample of this initiative after the meeting.

Linda Dunbar also mentioned their agency is currently working to develop internet based training for staff and is exploring the possibility of using inmates who have IT background to help develop the required software. This venue will help reduce costs of implementation and, if approved, could be used by other state agencies. Linda will get back with STAC at a later date with an update.

Allan gave a brief update of programs offered by the Division of Personnel which included the upcoming Capitol Conference consisting of The History and Culture of Missouri Politics on July 14 hosted by George Connor, Missouri State University, followed by Contemporary Issues in Public Administration, a panel discussion on July 15 moderated by Allan Forbis, and Scot Scobee, Missouri State University.

Additionally Allan gave the Committee a brief overview of the new employee discount program – WeSave Missouri which will be officially launched in conjunction with State Employee Recognition Week – August 16 – 20.

Sarah Irwin with the Secretary of State – Missouri State Library reminded STAC members that resource information is always available through the library and a search service is also available; email or call Sarah with the topic and/or author.

The Training Initiatives/Challenges Report can be found at the end of these minutes.

STAC Recommendations for Discrimination and Unlawful Discrimination Training

Jennifer Hanes provided STAC with an update from the Sub-Committee who met the first of March to identify recommendations for training on discrimination and unlawful discrimination training. A handout was also provided to Committee members and is attached to these minutes.

The Sub-Committee recommendations are to develop training that identifies both supervisor's and employee's responsibilities. Feedback was also offered on:

- Mixing supervisors/non supervisors in same training
- Benefits of splitting groups
- Use of department policy
- One program on diversity
- One program on sexual harassment

Discussion was also held on the possibility of developing a handout/guide which could then be used as a tool for by agencies to develop training which fits their own internal needs, but still keeps all entities offering similar training for their employees.

Open Discussion

The group continued discussion on ways to promote STAC to both state agencies and employees. The group's discussion included thoughts to promote not only what STAC is, but the benefits of what STAC can offer, the support and importance of training, and service to state government on relevant and timely information.

The Committee also discussed ways to distribute this information which could be through such venues as MyQuickCoach where in-house developed videos could be stored. The information could then be sent to supervisors/managers who in turn would forward on to their work groups and employees.

It was decided that a Sub-Committee would meet to work on this issue and report back to STAC. Sub-Committee members are: Allan, Geri, Sheila, Jennifer H., Suzi, Mary, and Nick.

Upcoming STAC Meeting Dates

Tuesday, October 12, 2010 – Department of Conservation Credit Union

Monday, December 13, 2010 – Department of Conservation Credit Union

Adjourn

Allan thanked members for their continued support of STAC.

Training Initiatives/Challenges

Agency/Department Update

Conservation – submitted by Geri Wiseman

- Planning for the Instructional Training Course (MDC's "train the trainer" course)
- Implementation of Individual Development Plans (technical core competencies needed for each position in the Department)
- Planning for a Fall Director's leadership retreat
- Geri will be presenting at the Conservation Business Managers Association meeting in September

Corrections – submitted by Linda Dunbar

MO DOC has finalized revisions to the new Harassment, Discrimination and Retaliation curriculum for supervisors to coincide with the Management Training rule. A two hour program was also developed and is required of all DOC staff during their 40 hour annual core training. Each of these programs was developed around the Department's Harassment, Discrimination, and Retaliation policy.

The Academy is offering the 1st week of a 2 week program mandated for all full time trainers of the Department July 12-16. This first week is Foundation Skills for Trainers. The second week is Training Design and Development and is scheduled in September. The Department needed a program to establish Crisis Negotiation Teams particularly for hostage situations that may occur within the institutions. This week long intense training session has been finalized and the first iteration is in August.

Challenges: With budget reductions and efforts to curb overtime for staff, training has become a focal point. The Department will continue to ensure staff training occurs as needed but schedules need to be maintained to ensure overtime is not accrued. E-learning development is an ongoing need. The Academy is looking into Moodle as a way to allow staff access to e-learning modules through the department's intranet. Curriculum designers have attended Captivate training and we are considering purchasing the Lectora authoring tool to assist with development of e-learning modules.

Health and Senior Services – submitted by Nick Goeke

We continue to train, on a quarterly basis, our new supervisors and managers in the core courses of the management training rule. My Quick Coach[™] is presented during Basic Supervision training and for the following two months My Quick Coach[™] clips are sent to those participants. At the end of the quarter participants are encouraged to purchase their own My Quick Coach[™] license.

Achieve Global[™], grammar, punctuation, effective writing and generational differences courses are being offered in Jefferson City and around the state in our regional and district offices. Development continues on online courses for our staff in senior and disability services that authorize in home care services. Online courses are being developed for diversity and HIPAA. Webinars are being developed and utilized to conduct some management courses and training of computer applications.

Higher Education – submitted by Janelle Jaegers

On an annual basis Higher Education provides the following:

- Sexual Harassment and Cultural Sensitivity to all new employees in December of each year, then every three years
- CPA/First Aid
- Workplace/Personal Safety Training (at least 3 or 4 times a year)

In addition to that, recently several staff have participated in

- Cyber security Training offered by OA-ITSD and
- Enhancing Telephone Skills

Tracks employees required to meet the requirements of the Management Training Rule closely to be 100% compliant and all training announcements are distributed to all staff required to meet the MTR, including all MyQuickCoach emails.

Insurance, Financial Institutions & Professional Registration– submitted by Keith Dudenhoeffer

The Missouri Department of Insurance, Financial Institutions & Professional Registration currently has NO specific staff designated as “trainers” in our Insurance divisions. Our Personnel Analyst II is designated as the “education coordinator.” She assist staff by answering questions, maintaining a supply of books and other study materials necessary for staff to take special insurance designation study programs and examinations. The education coordinator also is the designated proctor for tests staff take on-site in the department. The HR Manager and the Personnel Analyst II provide training videos and a short presentation to staff on a yearly basis that consist of *Diversity training* and *Sexual Harassment Prevention training*. Our training challenges primarily revolves around coordinating staff to attend the short presentations and our HR staff attempting to make the presentation as “fresh and exciting “ as possible. Staff also have on-line web-based training opportunities for those who are interested. Many employees attend conferences and specialized insurance related trainings to keep abreast of trends and changes in the insurance industry. We utilize OA classes as appropriate.

Labor and Industrial Relations – submitted by June McElroy

1. Since April 2010, conducting two-hours of training each month for all Employment Security (ES) staff throughout the state. To date we have conducted:

- Grammar
- Workplace Harassment
- Defeating Negativity
- Managing Generations in the Workplace
- Customer Service

Other course that are scheduled for ES in 2010:

- Ethics & Professionalism
- Balancing Work and Home
- Managing Me
- Office 2007 Upgrade

2. The Department has 46 employees enrolled in the Leadership Development Program

(Succession Planning). The Department has two groups. Group 1 began in October 2009 and has completed training in the following courses:

- Insights
- Managing Customer Service
- Financial Management
- Human Resources/Merit System
- Legislation/Rulemaking and Sunshine Law
- Accountability
- Leadership
- Polishing Your Presentation Skills

Group 2 began April 2010 and has completed the following courses:

- Leadership
- Insights
- Human Resources/Merit System
- Managing Customer Service

3. The Department continues to provide training throughout the state on Management Training Rule. Courses provided or scheduled in 2010:

- Business Writing that Works!
- Developing Others
- Managing Generations
- Conflict Resolution
- Hiring for Success
- Word 2007
- Excel 2007
- PowerPoint 2007
- Giving Recognition
- Coaching: A Leadership Skill
- FMLA Training for Supervisors
- Encouraging the Heart
- Workplace Harassment

4. The Department is looking at conducting a needs assessment for future training needs.

Natural Resources – submitted by Suzie Middaugh

Trainings Scheduled:

Stressed to the Max... Re-energize!

Change Management

Organizational Skills without Committing Arson

CPR Certification

7 Habits for Highly Successful People

FMLA

“Got A Problem... Let Problem Resolution Be Your Solution”

INSIGHTS Discovery

Give Em Pickles

Next Quarter the Following Trainings Will Be Added:

Team building

Are You Hard To Manage?

DNR Strategic Direction

Work and Life... Are You on a Collision Course?

Worker's Compensation

Succession Planning Leadership Program

Agenda is completed and we have 104 (Succession Planning Participants) now called Leadership Ladder coming to Jefferson City July 13th and 14th the agenda includes a Meet and Greet the Director and Deputy Directors. This two day conference will include hearing from our department director and our four deputy directors, with an open forum of question and answers. Included in the agenda we have speakers from the divisions on where we are and what our goals are, a workshop on Environmental Justice will be given. On the second day we are offering Change Management, and then we will divide the groups into smaller committee to work on special projects assigned by the director.

Trainings We Are Developing

Leading in Turbulent Times

Supervisors Toolbox

Leadership Pickles

Reevaluating our training for our Leadership Ladder Program.

Tracking System

A new tracking system was developed and we will be implementing this FY2011.

Office of State Courts Administrator – submitted by Mary Stixrud

1. We are trying to reduce our meeting cost by 50%. We are exploring using Poly Coms and/or Adobe Connect for virtual meetings. Our Court Clerk Education Committee is piloting Adobe Connect. Our meeting to discuss protocols is scheduled for 7/16/10. Our Juvenile Division Education Committee is piloting Poly Com. These cameras haven't been delivered yet.
2. We released a WBT on Preventing Sexual Harassment. We are doing a series of webinars on the Diversity topic in August, 2010.
3. Received a grant to contract for a professional development workshop for court personnel. An RFQ will go out in August requesting bids.
4. Looking for a contractor who can deliver training skills using webinars. We cancelled out contract with the Bob Pike Group.
5. Major education events over the next quarter include Judicial College, Clerk College and Court Reporter Education.
6. We are developing a "Welcome to the Bench" video for all newly elected judges. Completion date is January 2011.
7. Beginning webinar development for our judge audience. The first delivery will be on Capital Litigation for judges hearing death penalty cases and a second webinar on Search and Seizure.

Revenue – submitted by Jennifer Hentges

- Updating trainings for FY11
- Continuing work with Adobe Connect Pro by holding live webinars and updating recorded

webinars for future viewing

- Developing FY11 training plan by looking at needs assessment for Department personnel
- Assessing supervisors MTR compliance, first indications predict compliance is up from FY09
- Creating 15 to 30 minute monthly development snippets with articles and videos sent out to supervisors via e-mail
- Evaluating technical training packages and updating based on legislation changes

Secretary of State – submitted by Sarah Irwin

Is working with Camtasia software and Jing screen casting to create the first working versions of online tutorials for our patrons. The first project is the creation of a library catalog tutorial, and then will begin work on making online versions of the classes the Secretary of State's office provides at MOTEC each month.

The goal is that with online training tutorials featured prominently on the Secretary of State's website, more state employees will become aware of services and out-of-city state employees will be able to benefit from library resource training more readily.

Social Services – submitted by Deanna Treu

The Department of Social Services is currently working to ensure training in the essential areas of New Employee Orientation, Workplace Safety, Civil Rights and Diversity and the Management Training Rule requirements continue to be offered. Courses for supervisors and managers include new classes such as Whale Done, Happiness 101, and Continuous Improvement.

Each of our 3 program divisions have additional training initiatives that include job specific training for their staff. We are looking at ways to incorporate on-line learning opportunities in our curriculum to meet training needs. In addition to this each has the following areas of focus this fiscal year.

The Children's Division has been offering ongoing learning activities for their managers and supervisors through regional learning labs designed to improve clinical competence and give supervisors the tools to refocus organizational culture into a service orientation

The Family Support Division. has been working to provide training in MO HealthNet for Adults and Payment Accuracy..

The Division of Youth Services has continued their initiatives in the coaching and counseling models of Encouraging the Heart for all their staff and training in Administrative Hearings.

Transportation – submitted by Sheila Barnett

Workforce Reduction Initiatives

Continuing with not filling 75% of our vacancies and limiting the number of temporary employees hired for emergency work. The few positions that are filled are primarily maintenance positions, as we're focused on preserving the transportation system rather than expanding it.

Work of separated staff continues to be divvied up between staff within the office, division or district, when possible. To facilitate this at Central Office, HR has created a Job Task Board where work tasks needing completion are listed on the Intranet. Supervisors contact HR when they have work they can't absorb within the unit or division, which is posted on the Job Task Board. Then, employees who have downtime or their supervisors check the task board to see if there's work available for the employee to complete. HR puts the work requestor and employee

who will complete the task, together. The process is very informal and flexible.

MoDOT Newsroom

MoDOT has implemented an online newsroom where people can watch, read, listen or look at the latest news and information that's generated from MoDOT. The newsroom includes libraries of photos, video clips, public service announcements, and weekly podcasts from the director's office, in addition to news and upcoming events. The online newsroom allows users to interact with others on Facebook or by posting or reading transportation tweets through the Twitter section. The online newsroom is updated frequently and is located at www.modot.org.

Employee Benefits Focus Groups

Recently, the Organizational Results Division held focus groups with a stratified cross section of employees to gather their feedback on several proposed changes to employees' health insurance and retirement benefits. Employees indicated they preferred using a combination of a modest increase in out-of-pocket premiums and decreases in benefits than either option, solely. Slightly more employees indicated employees who engage in riskier behaviors (smoking/obesity, etc.) should pay higher premiums. Three quarters of those interviewed indicated they weren't familiar with Health Savings Accounts. Of those who were, more than one half indicated they would prefer not to switch to a HSA. Fifty-five percent of respondents indicated they'd be willing to contribute to the MPERS retirement plan, but 80% said they'd be willing to invest zero dollars. The second most popular contribution amount was \$25.00 a month. All but four respondents indicated they would rather not reduce retirement benefits in an effort to keep the pension plan noncontributory. A majority of respondents indicated the vesting period should remain at five years and employees should be allowed to purchase service credits towards retirement.

Mee-Zone (Work-Life Center)

During the last year we piloted at Central Office, giving employees up to 24 hours a year of work time to access Mee-Zone (Work-Life Center) resources via the web, attend lunch and learn classes, receive individualized career counseling, or to attend weekly Weight Watchers meetings at work. Due to the success of the program, we've implemented it department-wide. Data will be collected to ensure employees are abiding by the program guidelines and to monitor usage.

Training Initiatives for FY11

TowPlow Training (available this fall) - Training on how to safely and effectively operate the multi-lane snow plows that are used in the urban areas.

Chainsaw Operation (available now) - Training on the safe operation and usage of chainsaws.

Hot Works Training- Welding/Cutting/Brazing and Grinding (available now) - Basic safety training related to welding, cutting, brazing and grinding.

Decision-making Course (available in 2011) - The course will help employees understand the decision-making process and provide them with tools to make better decisions.

Pilot Coaching Guides and Kirkpatrick Level 3 Assessments (data will be available next spring) - Select supervisors will be instructed on the coaching process and be given tools to evaluate their employees' skill mastery level post-training and post-coaching by a local mentor. Data will be collected and reported next spring.

Personal Accountability Course (available this fall) - We'll provide mid and upper level managers with training on personal accountability, then follow up with them at 30, 60 and 90 day intervals to determine how their behavior has changed as a result of having completed the training. Course topics will include:

- Behaviors that indicate a lack of personal accountability, as exhibited by employees and managers/supervisors.
- The power of personal choice.
- Making a difference by changing ourselves.
- Owning the problem; then taking action to improve the situation.
- Holding ourselves and our employees accountable for our/their own thinking, behaviors, and the results they produce.
- Linkage between personal accountability and organizational performance.
- Servant leadership; doing for others what we don't have to.
- How personal accountability builds trust.
- Making a difference with the resources we have.
- Managing under-performing employees.
- Managing the "entitlement" attitude.