



# Report of Findings

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## COE Staff Development Training Day 2014: Putting Your Best Face Forward

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Abstract: This report highlights findings from a post-training survey given on Friday, June 6th to COE Staff upon the conclusion of the COE "Putting Your Best Face Forward" professional development training day. A total of 27 staff responded to the survey, giving an 84% response rate. Findings indicate staff generally enjoyed the workshop, felt that the presenters were knowledgeable, the information presented was useful, and would like to see future professional development offerings offered by the COE. Findings displayed for each item using a pie chart with proportions included.

### Executive Summary

On Friday, June 6<sup>th</sup>, 2014 from 9AM -1200PM, the College of Education (COE), with gracious support from the University Staff Development Training Fund (STDF), GSU Human Resources, and GSU Staff Council offered a half-day professional development seminar in the basement conference rooms in 25 Park Place. A total of 32 COE staff attended. This training supports Goals 4 and 5 of the GSU Strategic Plan.

### Agenda:

830AM-900AM: Sign in and continental breakfast served

900AM-1045AM: Plenary Session- Improving Interpersonal Communication: Rhonda Hight

*What Did You Say?* This course is designed to improve interpersonal communications with all people. Utilizing the DISC Profile as a foundation for discussion, participants will have an opportunity to identify their dominant personality style, and the way it translates into their communication style. Additionally, this course provides participants with a reality-based definition of good communication.

1045AM-1200PM: Breakout Session 1: Fundamentals of Customer Service-Deborah Covan-Wilson

This interactive program will teach you the essentials of the leadership process and help you earn respect as a trusted leader. It shows you how to master the five roles of a leader: role model, visionary, motivator, coach and change agent.. It will help you build a unified team of committed high-performing colleagues.

1045AM-1200PM: Breakout Session 2: Business Etiquette and Professionalism- Patsy Turner

This program is designed to empower staff to provide the best in customer service by reinforcing business etiquette skills and putting professionalism into practice in your day to day job responsibilities.

### Survey

The purpose of the survey was to elicit information from COE Staff primarily along treatment acceptability (e.g., did participants enjoy program, etc.) and knowledge acquisition (e.g., did participants learn content presented, etc.) lines of inquiry. Items were in multiple-choice, likert scaled, and open response formats which allowed participants to write in their responses and offer suggestions. 27 out of 32 staff returned the survey, thus giving an 84% response rate for the survey, which is considered to be very good. Findings were generally positive across all items on the survey with respondents agreeing or strongly agreeing with items which referenced speaker quality, utility of knowledge gained, overall enjoyment, and eagerness to attend future PD offerings from COE through the STDF.

### Financial Considerations

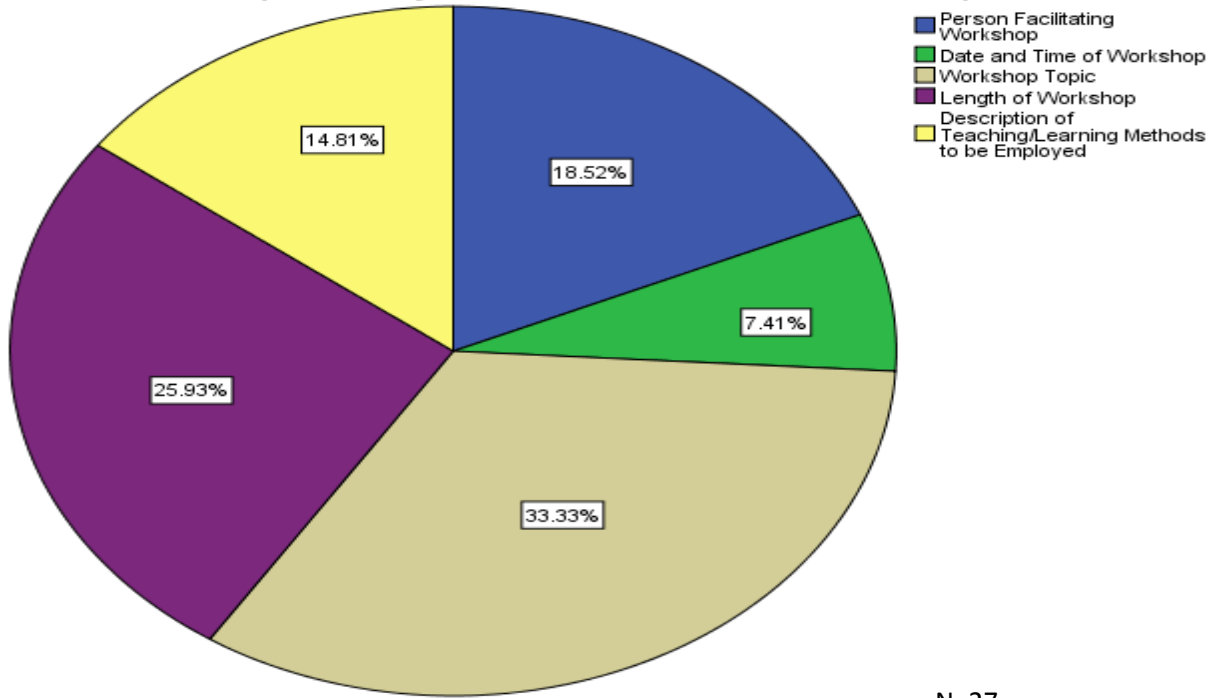
The COE Dean's office worked closely with the COE Staff Representatives and Staff Senators to ensure good stewardship and amplification of STDF funds by providing additional funds and in-kind donations which more than matched the \$750.00 awarded to the COE to help to pay for consultants' speaker fees. The COE Dean's Office graciously provided breakfast (\$363.00), COE branded ruler sets for 40 attendees (IK eq. \$335.60), and two City Passes for the Giveaway (\$150.00). Total Costs: \$1598.00. Cost per attendee (STDF) = \$23.50. Cost per attendee (STDF+COE) = \$49.92. Together, the STDF and COE provided an impactful half day program to 32 COE Staff attendees at a very reasonable per person cost.

### Acknowledgements

The COE Staff Development Training Day would not have been possible without the generous support of the University Staff Training and Development Fund (STDF), the COE Dean's Office, and COE Staff Representatives Leslie Currah, Aileen Taylor, & Shea Allman and Staff Senators Stephen Rosner & Harley Granville.

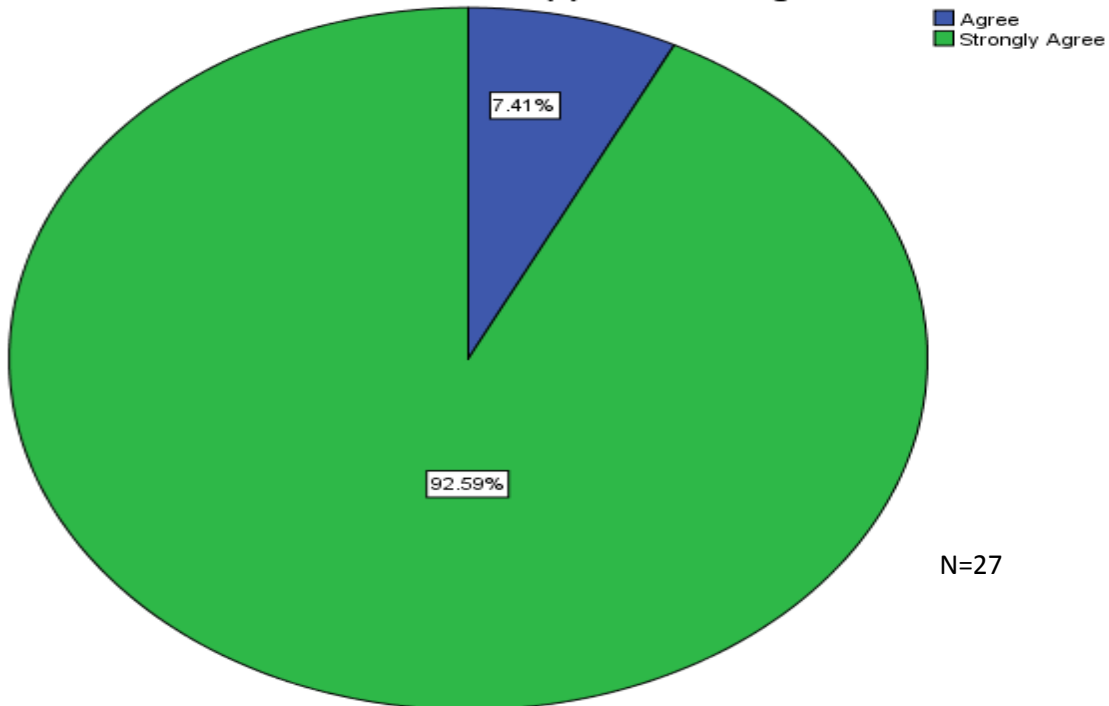
Item 1:

**Of the following considerations, please select up to three that were most important in your decision to attend the workshop**

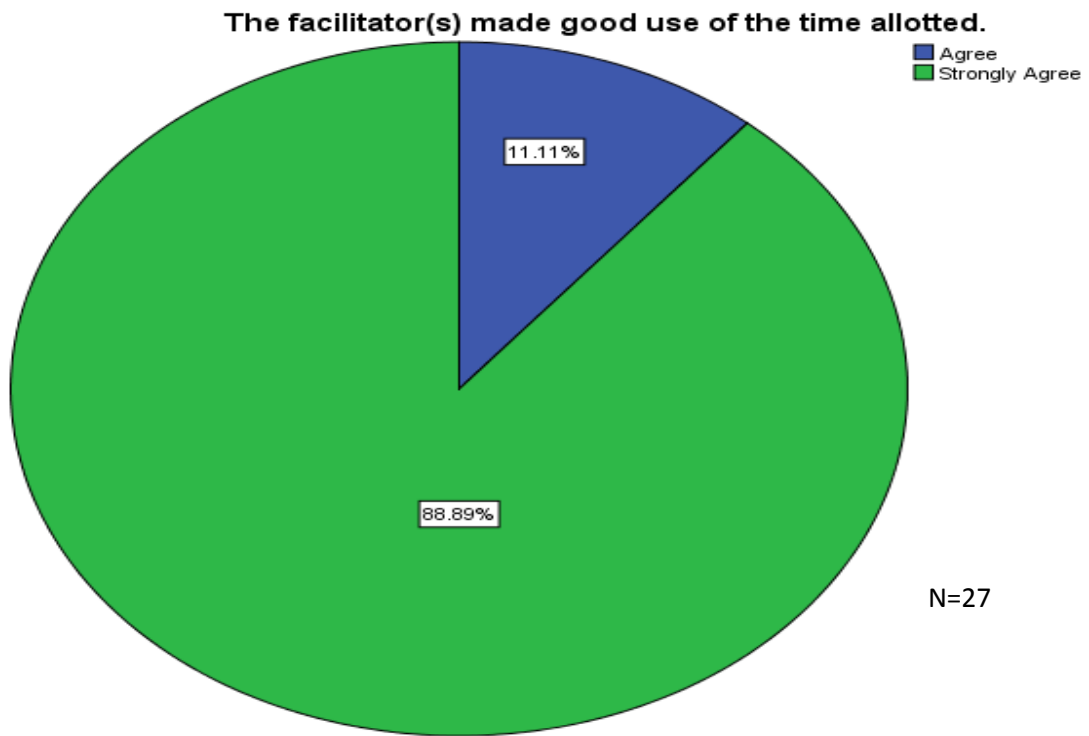


Item 2a:

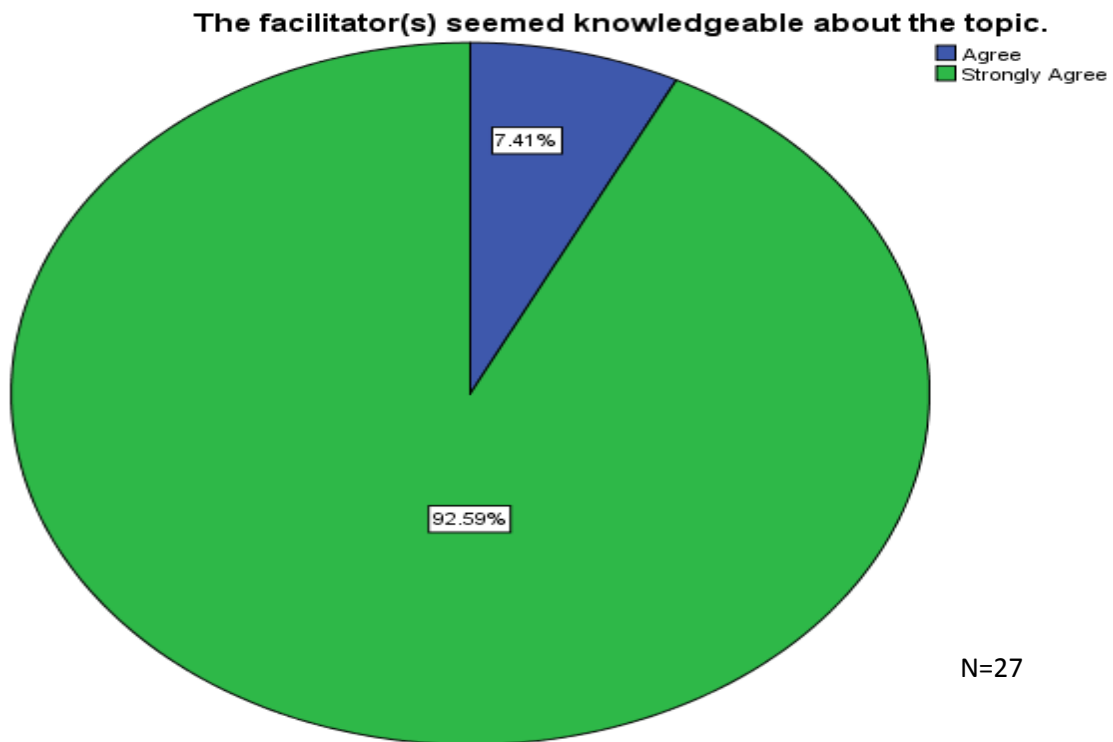
**The facilitator(s) were well organized.**



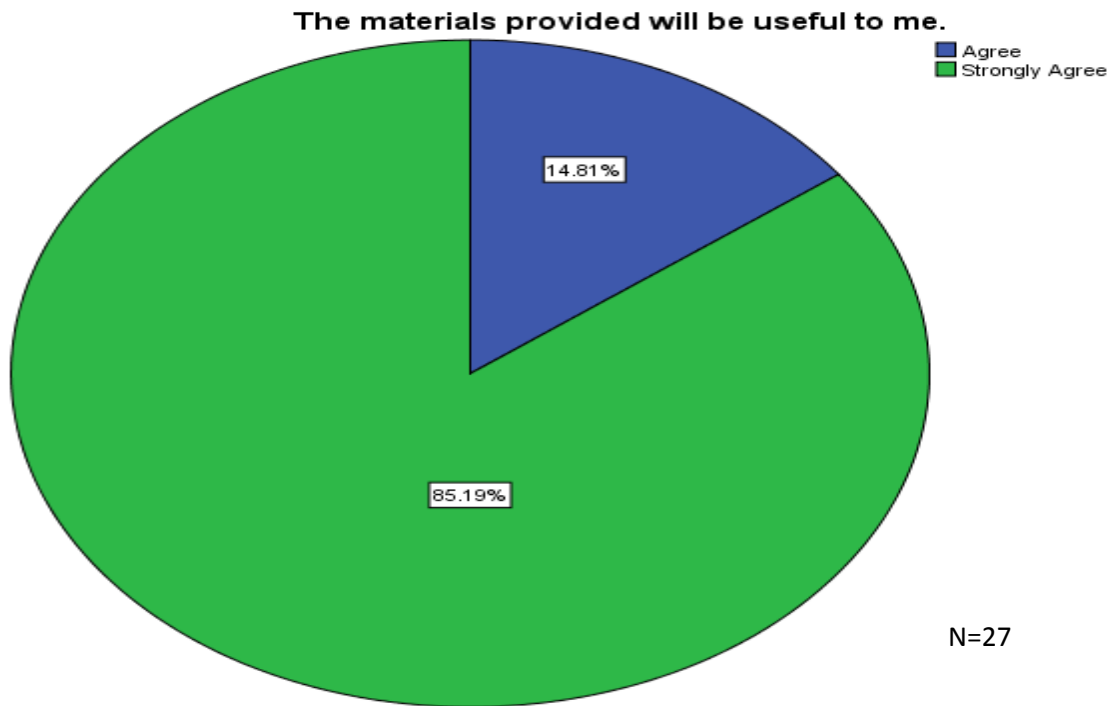
Item 2b:



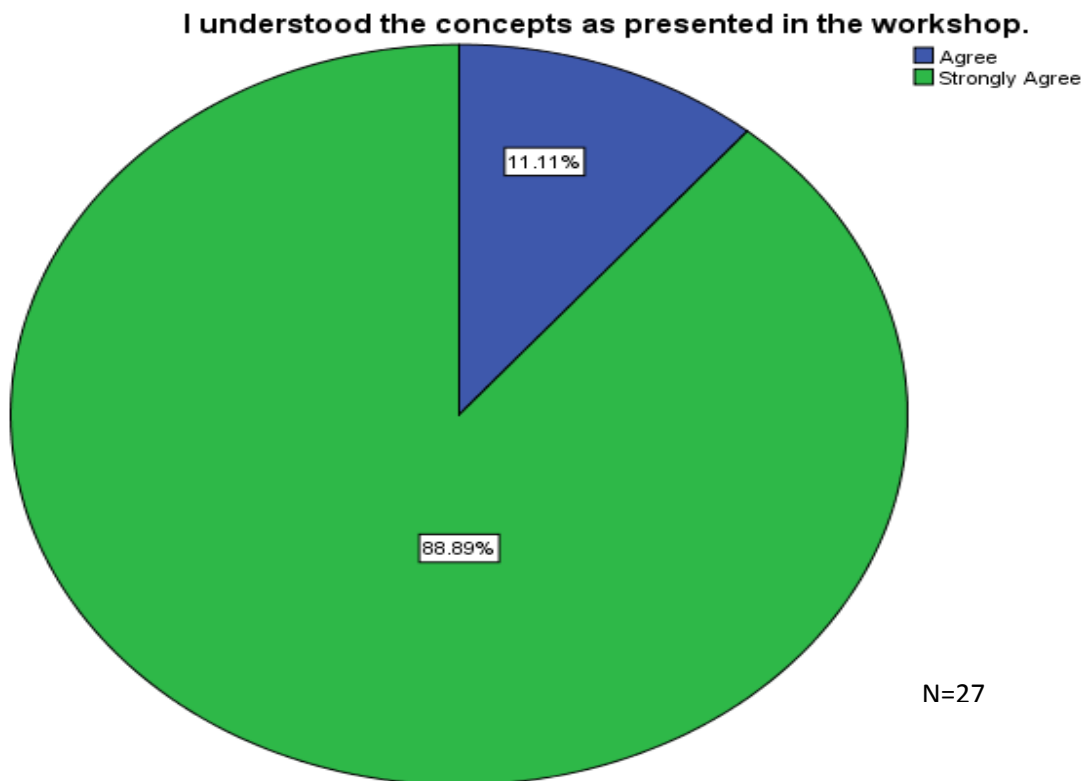
Item 2c:



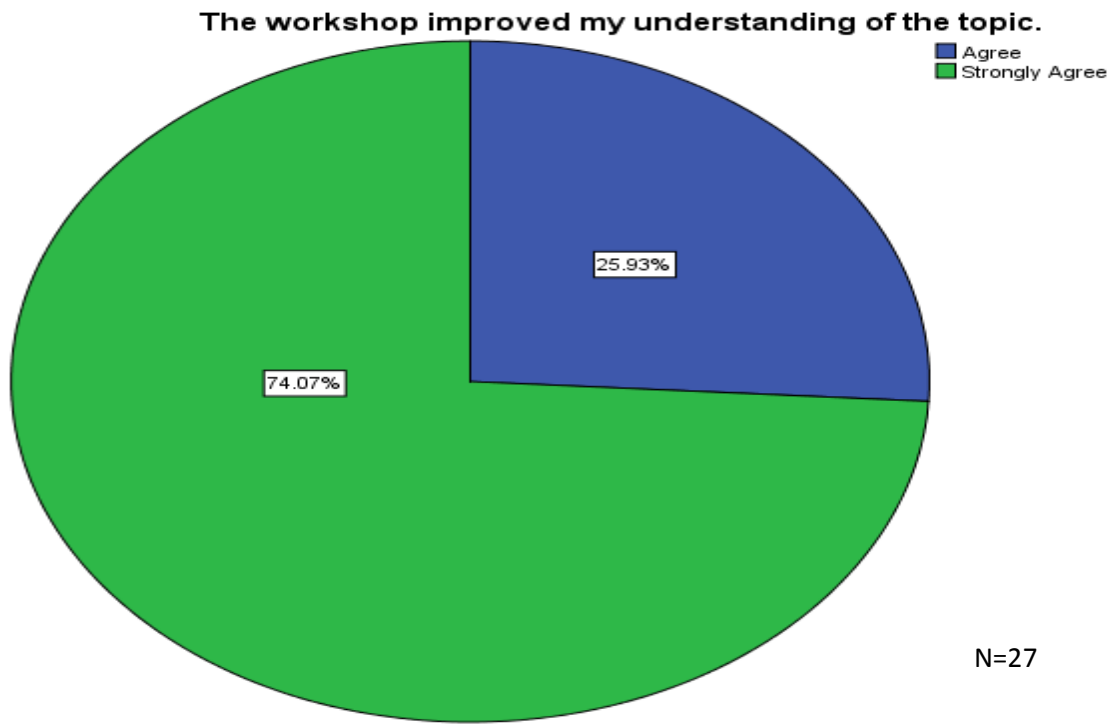
Item 2d:



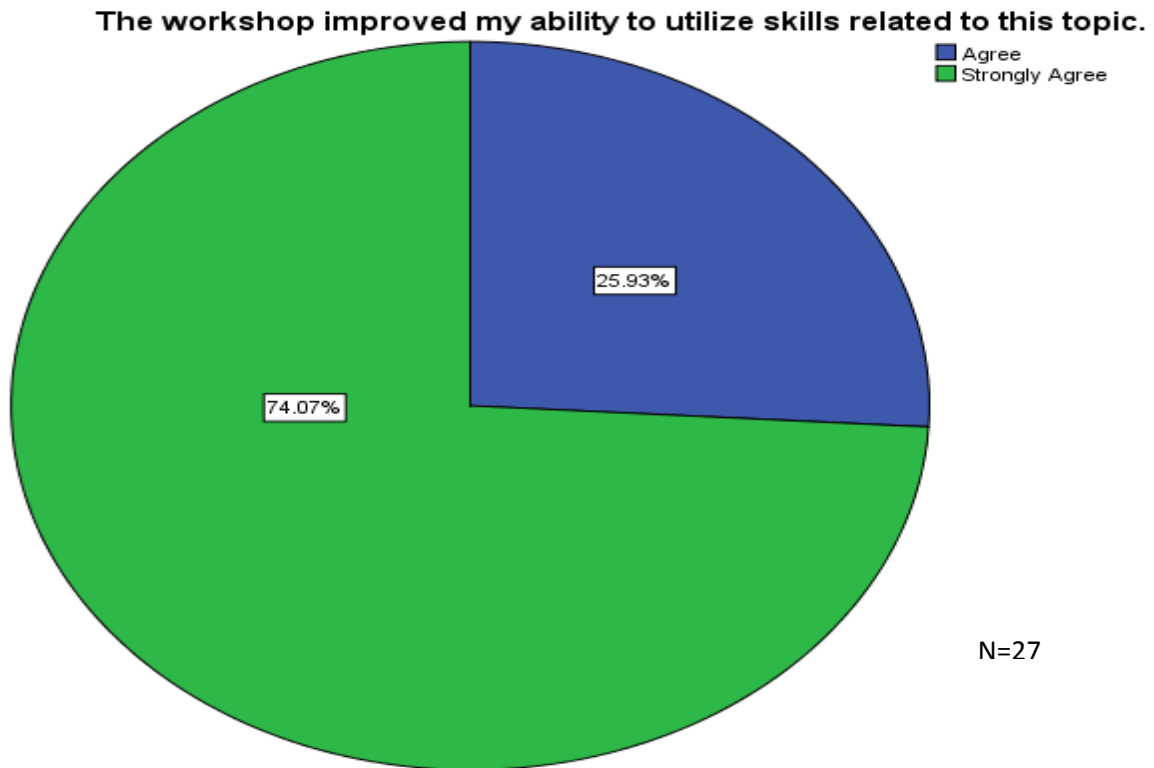
Item 2e:



Item 2f:

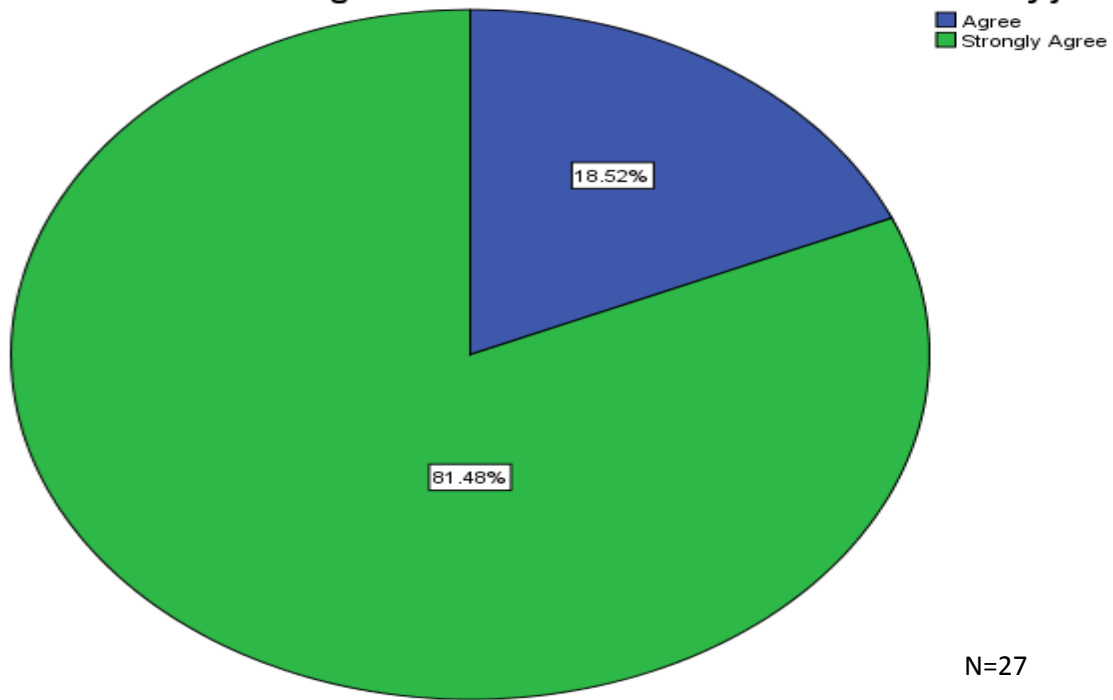


Item 2g:



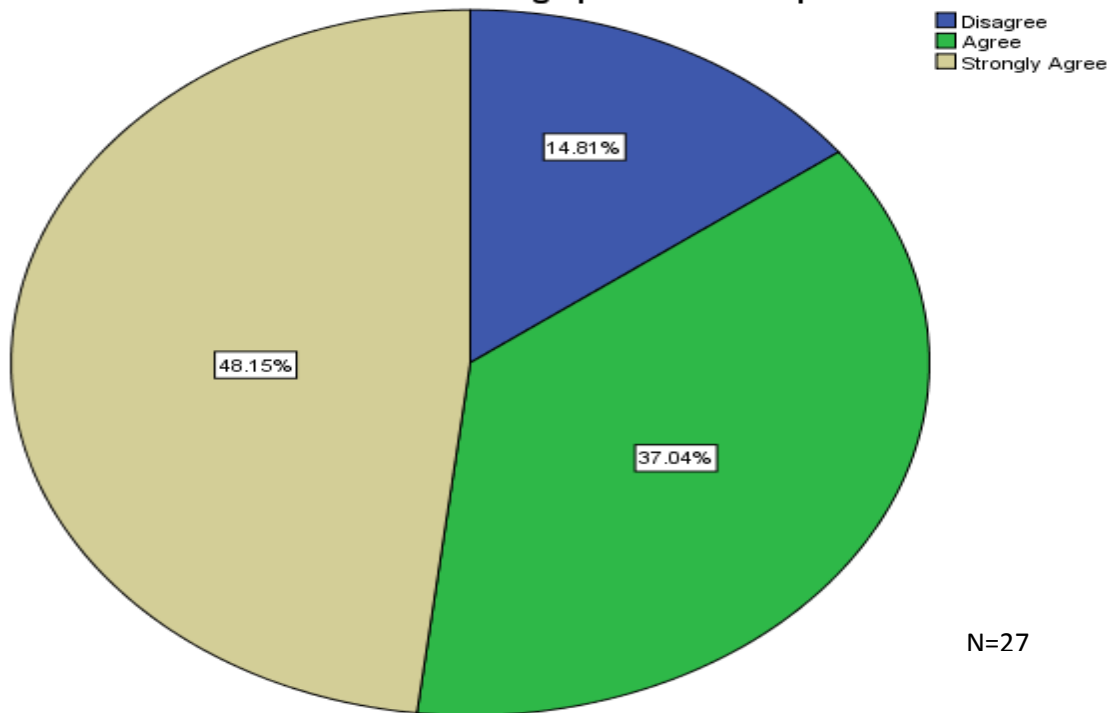
Item 2h:

**The knowledge and skills I learned will be useful to me in my job.**

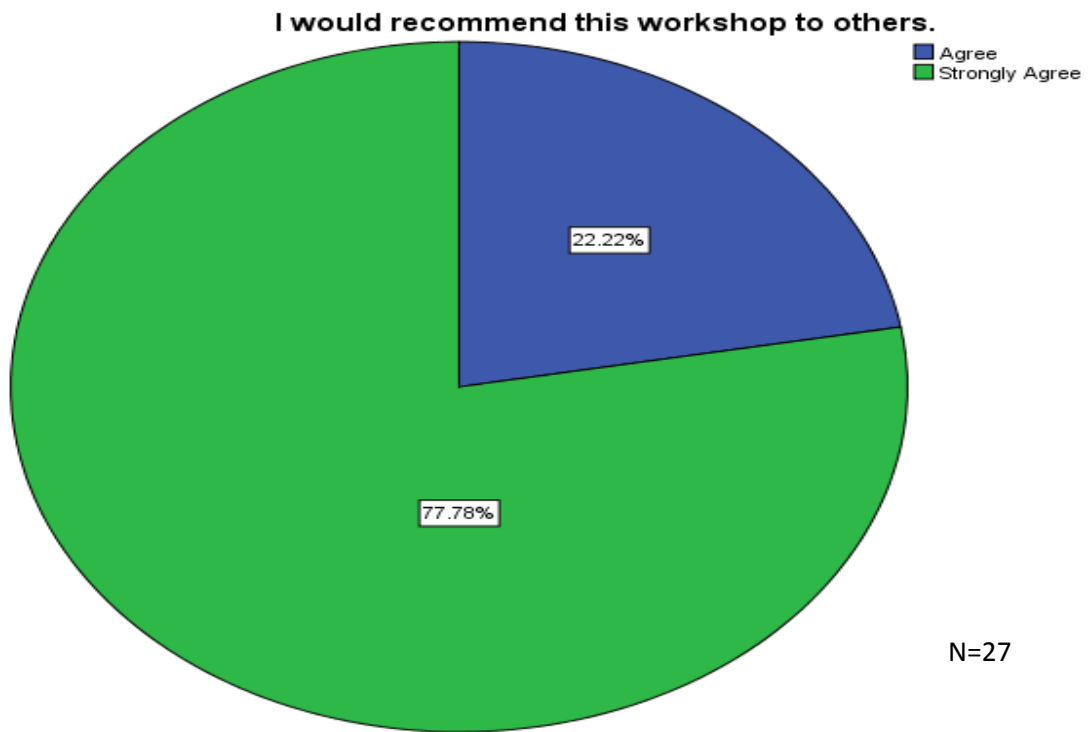


Item 2i:

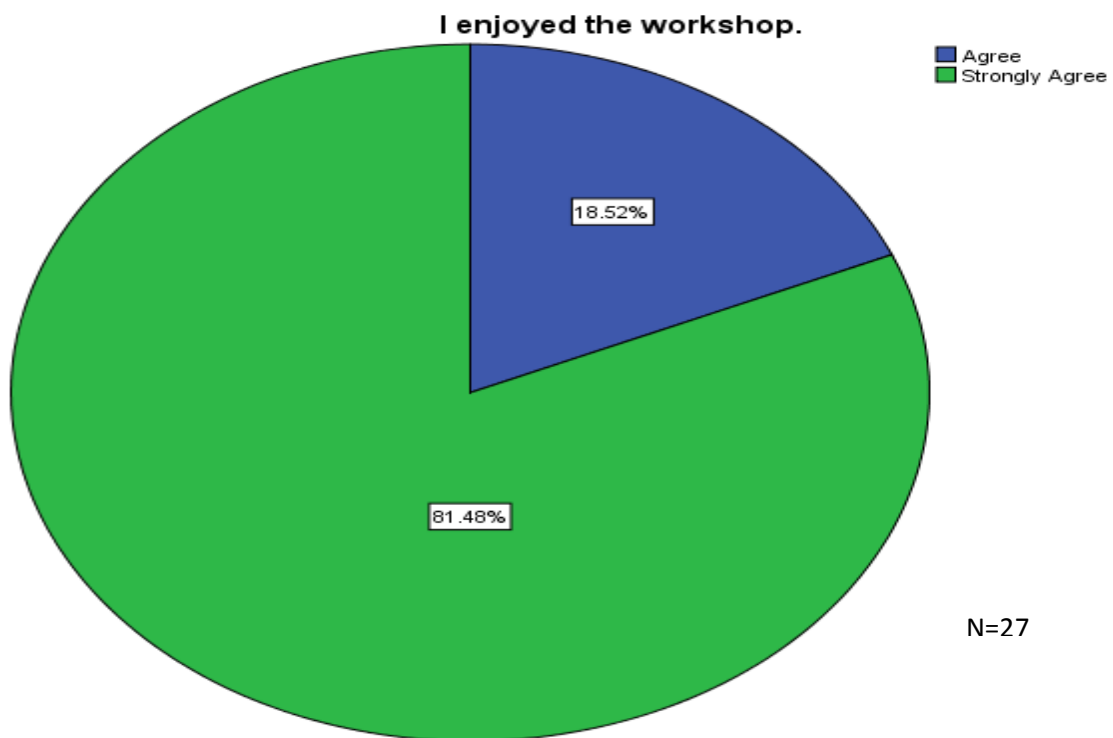
**The meeting space was adequate.**



Item 2j:



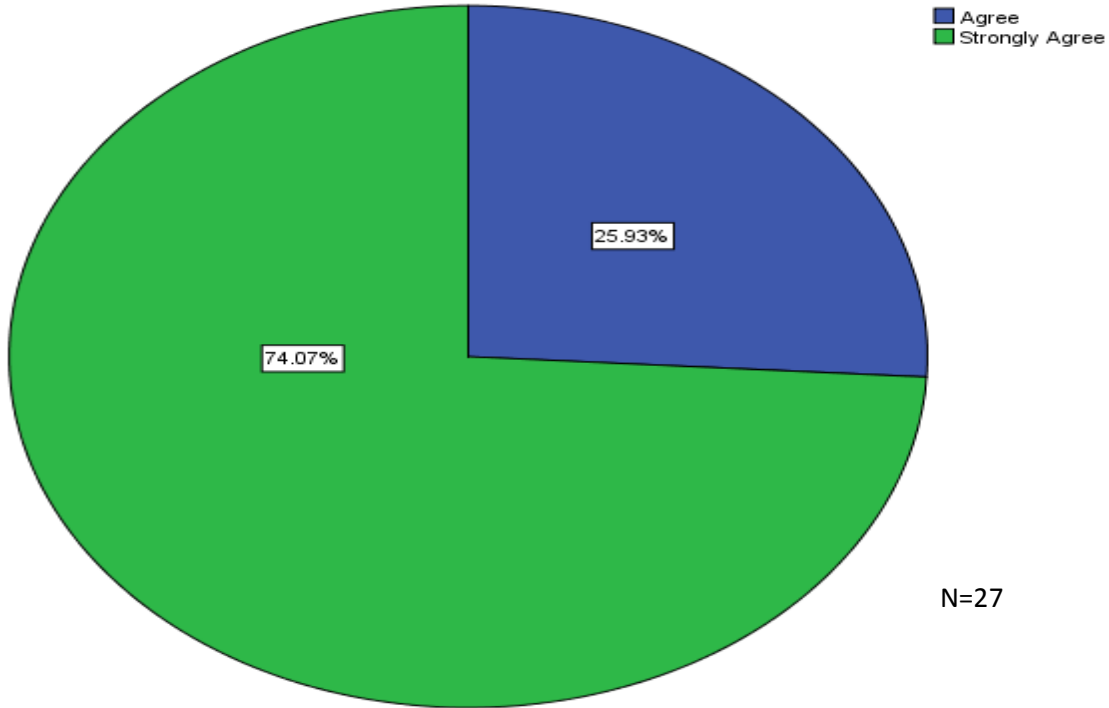
Item 2k:





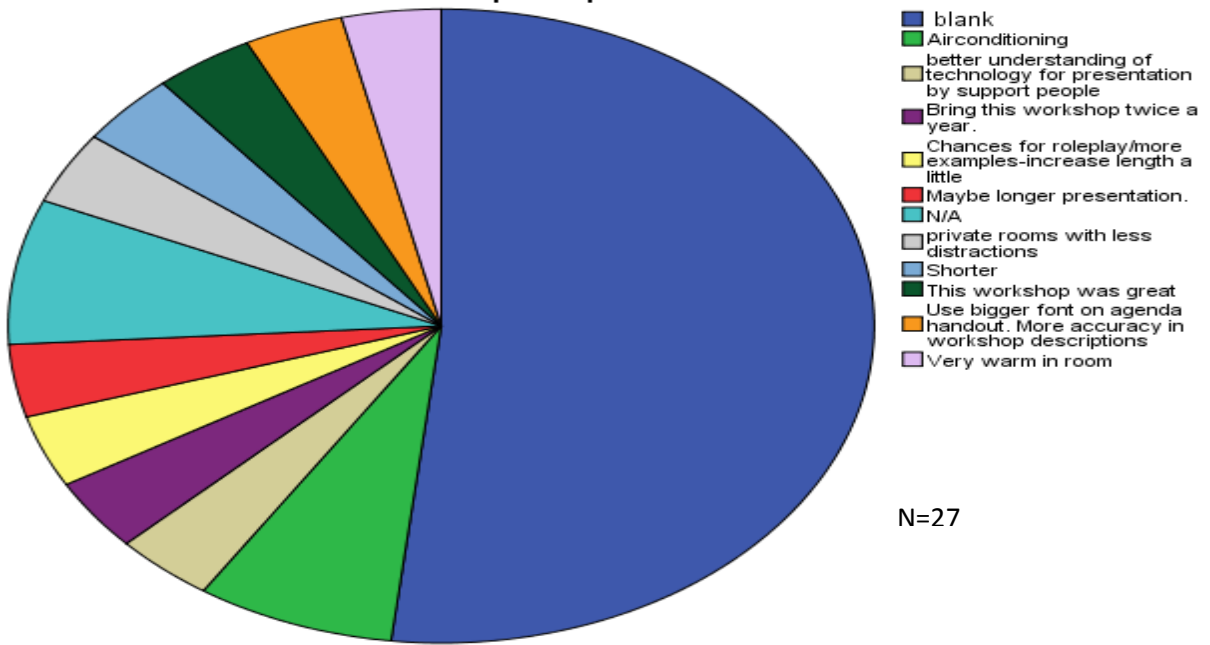
Item 21:

**I would attend other workshops offered by the COE in the future.**



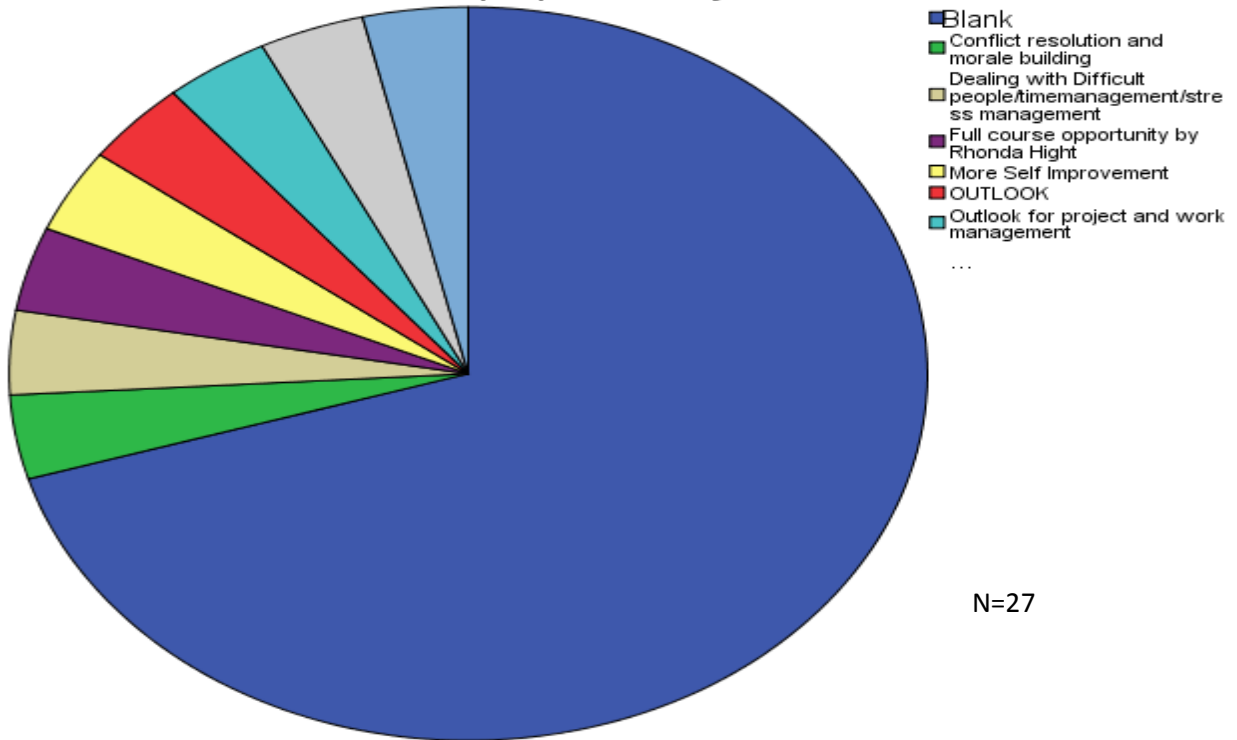
Item 3:

**What would you recommend be done to improve this workshop for future participants?**



Item 4:

**What other workshop topics would you like to see offered?**



Item 5:

**Share any other comments.**

