Ohio DAS
SERVICE • SUPPORT • SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES

Office of Talent Management
Talent Development Community

April 6, 2017
Vision
Support a statewide high performance workplace.

Mission
Enhance employee and organizational performance through strategic partnerships and collaboration.
# Talent Development Action Items

<table>
<thead>
<tr>
<th>Priority</th>
<th>Action Item</th>
<th>Sub-Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Establish a clearing house of training materials and maintain a registry of trainers to include the various training certifications. (Survey: Q2, 4, 5, 6, 9)</td>
<td>E-Learning, T&amp;D</td>
</tr>
<tr>
<td>2.</td>
<td>Develop a strategy to increase e-learning training opportunities. (Survey: Q21)</td>
<td>E-Learning, T&amp;D</td>
</tr>
<tr>
<td>3.</td>
<td>Assist agencies in communicating enterprise wide the various training offerings including e-learning. (Survey: Q2)</td>
<td>Communications</td>
</tr>
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</table>
## Talent Development Action Items

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<tr>
<td>4.</td>
<td>Identify, develop and make available basic competency training tools to employees to increase understanding and awareness of competencies. (Survey: Q17, 18, 20)</td>
<td>Performance Management</td>
</tr>
<tr>
<td>5.</td>
<td>Create a glossary of terms to establish a common language as it relates to talent development and training. (Survey: Q2)</td>
<td>Communications</td>
</tr>
<tr>
<td>6.</td>
<td>Provide an overview of information on the Kirkpatrick Evaluation Approach to help agencies understand the key metrics for tracking training outcomes. This will help to educate agencies when creating standard training metrics. (Survey: Q8)</td>
<td>Collaborative Partnerships</td>
</tr>
</tbody>
</table>
Five (5) Focus Areas

- PERFORMANCE MANAGEMENT
- E-LEARNING & TECHNOLOGY
- COLLABORATIVE PARTNERSHIPS
- TRAINING & DEVELOPMENT
- COMMUNICATIONS

TDC Steering Committee

Sub-Committee Reports
Focus Areas: Sub-Committees

**e-Learning Technology**

- **Key Initiative:**
  
e-Learning Design guide

**Communications**

- **Key Initiative:**
  
Promote and Market TDC
Focus Areas: Sub-Committees

Training & Development

- **Key Initiative:**
  Train-the-Trainer Program

Collaborative Partnerships

- **Key Initiative:**
  Executive Leadership Development
  Kirkpatrick Overview
Focus Areas: Sub-Committees

Collaborative Partnerships

- Key Initiative:
  Kirkpatrick’s Evaluation Approach
“Evaluating Training Programs: The Four Levels”

1959 – series of 4 journal articles

Book finally published in 1994

How do you evaluate effectiveness?
THE FOUR LEVELS

**Level 1: Reaction**
- Measures customer/learner satisfaction
- To measure, learner must complete the post course evaluation survey

**Level 2: Learning**
- Determines learning to extent of attitudes, increased knowledge or increased skills

**Level 3: Behavior**
- Defines the extent to which change in behavior has occurred

**Level 4: Results**
- Measures the final results that occurred because the person attended a training session
- Usually seen as an increase in production, work quality or turnover
CAN YOU START WITH EVALUATION?

Planning with Evaluation in Mind

- Return on Expectations (ROE)
- Planning can start with Level 4
- Not until step 5 do we look at building the tools and measurement plans

<table>
<thead>
<tr>
<th>Step</th>
<th>Level</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Level 4: Results</td>
<td>Determine what success will look like.</td>
</tr>
<tr>
<td>2</td>
<td>Level 3: Behavior</td>
<td>Determine critical behaviors and organizational drivers required to achieve that success. Critical behaviors are applied back at the job to bring about the desired outcomes. Organizational drivers are actions and processes by coaches, mentors, and peers that reinforce critical behaviors.</td>
</tr>
<tr>
<td>3</td>
<td>Level 2: Learning</td>
<td>Determine the required Knowledge, Skills and Abilities (KSAs) needed for performing the new on-the-job behaviors.</td>
</tr>
<tr>
<td>4</td>
<td>Level 1: Reaction</td>
<td>Determine the learning environment and conditions that will support learning effectiveness and enjoyment. - Environment is the location and mode of the training. - Conditions are prerequisites for ultimate success (i.e., corporate culture, participant readiness).</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Design and build the learning program to achieve the targeted outcomes. 1. Determine the best way to measure each of the four levels. 2. Build the tools and measurement plan to be used.</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Deliver the learning program.</td>
</tr>
</tbody>
</table>
POST-TRAINING ASSESSMENT TOOLS

Level 1: Reaction
- Surveys and Happy Sheets

Level 2: Learning
- Tests and Quizzes

Level 3: Behavior
- Observations and Interviews

Level 4: Results
- Data and Reporting
Focus Area: Sub-Committee
Performance Management

- **Key Initiative:**
  Competency Development Guide
  Features and benefits
  Activity
OHIO EXECUTIVE MASTER OF PUBLIC ADMINISTRATION PROGRAM
OEMPA AT A GLANCE

• Earn an OHIO MPA, the same degree awarded to full-time residential students

• Program is optimized to provide maximum flexibility for working professionals, enabling students to juggle busy careers and home lives

• Courses meet just three weekends per semester at our new Dublin Center, with a unique combination of residency-based learning and online interaction

• Two-year, 36 credit hour program with no GRE required. Students take two classes per term.
WHO ARE OUR STUDENTS?

- At least three years of work experience
- From the following career paths:
  - Nonprofit/Non-governmental organization
  - Public sector
  - Local, state or national government
  - Active duty and veterans of U.S. Armed Forces
  - Law enforcement / public safety services
  - Public agencies
Executive Master of Public Administration
(36 Total Credits)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPA 6200</td>
<td>Foundations of Public Administration</td>
<td>3</td>
</tr>
<tr>
<td>ELIP 5180</td>
<td>Professional Writing in Public Administration</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5900</td>
<td>Special Topics Workshop: Excel</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5580</td>
<td>Public Sector Program Evaluation</td>
<td>3</td>
</tr>
<tr>
<td>MPA 6010</td>
<td>Research Methods in Leadership and Public Affairs</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5590</td>
<td>Measuring Outcomes in Public and Non-Profit Organizations</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5860</td>
<td>Public Budgeting</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5850</td>
<td>Policy Analysis for Public Affairs and Leadership</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5900</td>
<td>Special Topics Workshop: Grant Writing</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5900</td>
<td>Special Topics Workshop: Project Management</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5900</td>
<td>Special Topics Workshop: Public Economics</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5900</td>
<td>Special Topics Workshop: Crisis Management</td>
<td>1</td>
</tr>
<tr>
<td>MPA 5810</td>
<td>Public Private Partnerships</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5140</td>
<td>Organization Theory and Politics</td>
<td>3</td>
</tr>
<tr>
<td>MPA 5890</td>
<td>Non-profit Management</td>
<td>3</td>
</tr>
<tr>
<td>MPA 6800</td>
<td>Seminar: Public Administration</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td><strong>Graduate Total Credit Hours</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>
NEW! DUBLIN CENTER

Only Executive MPA Program in Central Ohio

Ohio University
Voinovich School of Leadership and Public Affairs
Dublin Integrated Education Center

6805 Bobcat Way
Dublin, OH 43016
READY TO APPLY?

Admission Requirements
• At least three years of professional experience
• Bachelor’s degree from an accredited institution
• Official transcripts
• Letter of intent/personal statement
• Resume
• Three letters of recommendation
• No GRE/GMAT required

Apply Now!
We accept applications at any time, but please consider these upcoming deadlines:

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Application Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer Term – June 23, 2017</td>
<td>June 2, 2017</td>
</tr>
<tr>
<td>Fall Term – September 15, 2017</td>
<td>August 11, 2017</td>
</tr>
<tr>
<td>Spring Term - January 26, 2018</td>
<td>December 1, 2017</td>
</tr>
</tbody>
</table>

Ready to apply? Visit ohio.edu/graduate/apply
ABOUT THE VOINOVICH SCHOOL

• Finds researched-based solutions to challenges facing communities, the economy and the environment
• Blends real-world problem solving and government, nonprofit sector and industry partnerships with education
• Students are offered unique learning opportunities as they prepare for careers serving the public interest
QUESTIONS?
State of Ohio Talent Development Community

Marie Leitao, Regional Account Executive
Tom Sharp, Customer Success Consultant
Matt Kenslea, Vice President Education and Government

April 6, 2017
Agenda

• Skillsoft Solution Overview
• Business and Professional Skills
• Leadership Channel
• IT Skills
• Digital Skills
• Professional and Academic Credit
• Demonstration
Available to State of Ohio exempt employees with agencies participating in the Employee Development Fund (EDF), as well as all Information Technology (IT) professionals (bargaining unit and exempt).
Business and Professional Skills

Broad range of Business and Professional content helps organizations support initiatives as well as agility to support changing organizational needs.
Leadership Channel

Video delivery of world class business authors, executives and consultants; ideal for individual and group learning, includes Live Events.
# Leadership Channel

## Solution Overview

<table>
<thead>
<tr>
<th><strong>Collection Size</strong></th>
<th>Thousands of video assets featuring hundreds of global speakers (CEOs, Executives and Top Business Authors)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Types of Videos</strong></td>
<td>Actionable and engaging short-duration/high impact clips averaging 3-5 minutes (QuickTalks), and Live Events</td>
</tr>
<tr>
<td><strong>Supporting Features</strong></td>
<td>Downloadable transcripts, instructional design components, mobile compatibility, optional captions</td>
</tr>
</tbody>
</table>
| **Ideal Use** | • Organization wide learning: post videos on company intranet site(s)  
• Blended learning – video used pre, during and/or post ILT  
• Managers and Execs – videos used for meeting starters and one-on-one coaching for alignment and performance improvement  
• Live Events – internal leadership conference series |
Collections of IT content aligned with popular IT topics

- Collections of assets organized by topics
- Contains everything needed for Continuous Learning including Courses, Books, Videos, Assessments, TestPreps, and Mentoring

Software Developer
Database & Big Data
Networking
Cyber Security
Cloud & Virtualization
SysAdmin & DevOps
Digital Skills

- Computing fundamentals for non-technical users
- Coverage of major operating systems and desktop applications from Microsoft, Adobe, IBM and others
- Email, Collaboration and Internet use

<table>
<thead>
<tr>
<th>Microsoft Office</th>
<th>Microsoft Windows</th>
<th>Microsoft Other</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365</td>
<td>Windows 10</td>
<td>Project</td>
<td>Apple Devices and OS</td>
</tr>
<tr>
<td>Office 2016</td>
<td>Windows 8</td>
<td>Visio</td>
<td>Information Security For Users</td>
</tr>
<tr>
<td>Office 2013</td>
<td>Windows 7</td>
<td>Internet Explorer</td>
<td>Adobe Acrobat</td>
</tr>
<tr>
<td>Office 2010</td>
<td></td>
<td></td>
<td>Adobe Reader</td>
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<td></td>
<td></td>
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<td>Business applications</td>
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</table>
Skillsoft IT & Digital Skills Videos: Short performance support videos - 3 to 9 minutes - covering many IT Professional and Digital Skills subjects

- Tablets and smartphone-ready
- Highly-credentialed subject matter experts and instructors
- Tens-of-thousands of videos available on IT Professional and Digital Skills topics
- Aggressively creating thousands of additional videos and video-based courses
- These videos are the same videos that are used to build Skillsoft video-based courses
Professional and Academic Credit

Professional Credit

Academic Credit Programs
Sample Certifications by IT Functional Areas

**NETWORK, DEV, OS, SERVERS**

- Networking and Network Integration
  - Cisco (CCNA, CCDA, CCNP)
  - CompTIA (Network+)

- Software and Web Development
  - Oracle (Java)
  - Microsoft (MCSD)

- Operating Systems and Servers
  - Microsoft (MCSE)
  - CompTIA (A+, Server+, Linux+)
  - VMWare

**SECURITY, TESTING, STORAGE**

- Security
  - ISC2 (CISSP, SSCP)
  - EC Council (Ethical Hacker)
  - CompTIA (Security+)
  - ISACA (CISM, CISSA)

- Software Testing
  - BCS Professional (Certified Tester Foundation Level)

- Storage
  - EMC

**PROJECT MANAGEMENT, IT SERVICES, BA**

- Project Management
  - Project Management Institute
  - PMP, CAPM, PMI-ACP
  - PRINCE2®
  - Foundations, Practitioner

- IT Services Management
  - ITIL
  - Foundations, Operational Support & Analysis

- Business Analysis
  - International Institute of Business Analysis
  - CBAP
Demonstration
Learning On Demand User Experience
DYS Learning Program
What’s New and Coming Soon…

DAS Catalog
New Learning Programs
LOD online video (new hire orientation)
BWC updating existing program
Questions?
Thank you.

Talent Development Community

“Enhancing Performance through Strategic Partnerships”