Talent Development Community (TDC) Winter Event

December 18, 2019
Today’s Agenda…

• Welcome / Kick-off
• TDC General Updates
• Civility in the Workplace
• Professional Development Program (Exempt), Conceptual Framework
• Community Sharing
• Wrap-up / Next Steps
Welcome and Kick-off

Debora Branham

Learning and Talent Development Administrator

Ohio Department of Administrative Services
TDC General Updates

Vincent Williams
Talent Development Program Manager
Ohio Department of Administrative Services
CREATING ACCESSIBLE DOCUMENTS with Microsoft Word

[Upbeat Music] >> NARRATOR: Welcome to the e-learning course, Creating Accessible Documents with Microsoft
Welcome to Business Writing Basics: Professional Communications for Professional People.
A Diversity & Inclusion Concept: Civility and Respect

Jen Adair
EEO Manager

Ohio Department of Administrative Services
A Diversity & Inclusion Concept: Civility and Respect
Training Objectives

One: Defining Civility
Two: Understanding the Impact of Incivility at Work
Three: Creating a More Civil Workplace
Why Civility?

Defining Civility and Respect and what does it mean to Diversity and Inclusion in our Workplaces?
formal politeness and courtesy in behavior or speech
behaviors that help to preserve the norms for **mutual respect** in the workplace; civility reflects concern for others

“Workplace Civility” defined by Lars Andersson, Researcher
a feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements; due regard for the feelings, rights, or traditions of others.
YouTube: Sesame Street: Respect | Word on the Street (2:09)
How do you know you are in a civil and respectful workplace?
90% of those who say they are not treated with respect report at least one of 35 different discrimination or harassment experiences at work.

Three Requirements of a Diverse and Inclusive Culture — and Why They Matter for Your Organization

What are the most common uncivil behaviors in the workplace?
The Incivility Continuum

- Disruption
- Rudeness
- Bullying
- Harassment
PROFESSIONAL

RESPECTFUL

YouTube: Respect in the Workplace (4:46)
The Cost of Incivility

- Decrease in Work Ethnicity
- Decrease in Attendance
- Decrease in Work Quality
- Lost time Worrying
- Lost time Avoiding
- Decline in Organizational Commitment
- Retention Issues
- Lack of Creativity
- Toxic Culture
- Take Frustration out on Customers
Creating More Civility at Work
Name three rules that promote civility at work.
CLASSROOM
RULES
BELIEVE IN
YOURSELF
LISTEN, THINK & LEARN
ALWAYS RAISE YOUR HAND
TRY YOUR BEST! USE YOUR MANNERS
KEEP HANDS AND FEET TO YOURSELF
BE RESPECTFUL, RESPONSIBLE & SAFE
HONEST & HELPFUL
NEVER GIVE UP
TAKE TURNS WORK HARD &
FOLLOW DIRECTIONS DREAM BIG
HAVE FUN
Why can Civility be difficult to achieve at work?
Barriers to Civility at Work …

- Implicit Bias
- Explicit Bias
- Lack of Leadership
- Buy-In
- Lack of Training
- Toxic Work Culture
- Lack of Trust
How to Create a Respectful Workplace Culture

• Leadership Models Respect
• Training
• Performance reviews
• Hiring
• Communicate expectations
What can YOU do to promote more Civility at work?
What Can You Do?

- Value and respect our similarities and our differences
- Treat each other with dignity and respect and can expect to be treated with dignity and respect
- Treat others as they wish to be treated
- Open-minded and courteous communication
- Positive conflict resolution
- Speak without judging or shaming
- Create a Work-Culture Improvement Plan
Questions?

Thank you!
Purpose…
To develop a learning and development program designed to enhance the knowledge, skills and abilities (KSAs) of all exempt employees to help them successfully accomplish performance goals and agency initiatives.

Learning and development is essential for success at every level. Topics have been identified to prepare individuals for the next level within the career and/or professional development journey.
## Program Goal
- To develop a learning and development program designed to enhance the knowledge, skills and abilities of exempt employees to help them successfully accomplish performance goals and agency initiatives.

## Program Outcomes
- Prepare exempt employees for the next level in their career or professional journey that will:
  - Enhance engagement allowing employees to assume ownership for their individual career development;
  - Support individuals in becoming successful in their current positions;
  - Help to prepare exempt employees, who are considering or ready to transition into management; and
  - Offer focused management development opportunities to managers with no direct reports.

## Audience
- Program designed for all State of Ohio exempt employees with no direct reports.

## Eligibility Criteria
- Voluntary for exempt employees with no direct reports.
- Available to enroll upon hire or entry into an exempt position.

## Program Process
- As a voluntary learning and development program, the process will includes:
  - Mapping competencies to each course, which will be reinforced throughout the curriculum;
  - Requiring participants to complete 32 hours to earn a certificate of completion;
  - Offering options to select courses between a variety of topics and learning methods (including optional elective courses);
  - Providing an increased flexibility and access into LO: IL programs by offering elective courses, which will be count as completion credit for both the exempt Professional Development and LO:IL programs;
  - Focusing on learning management concepts offered via Lead Ohio: Inspirational Leaders (LO: IL);
  - Measuring effectiveness via post course evaluations, transfer of learning and learner satisfaction; and
  - Celebrating the achievement of all graduate via a formal graduation ceremony.

## Delivery Methods
- Instructor-led training
- Blended learning supported by e-learning (e.g., courses, books, videos, self-paced learning, assessments)
- DAS, other agencies and/or division-offered courses (e.g., ADA, EOD, LeanOhio, OBM, OCB, etc.)
- Web-based, webinars, workshops
# Professional Development (Exempt)

## Pre-Requisite
- Understanding State of Ohio Government *(web-based, new design)*

## Proposed Topics
**Core Courses**
- Actively Engaged in my Performance *(web-based)*
- Customer Service 101 *(web-based)*
- Diversity and Inclusion *(web-based-EOD)*
- DISC Assessment *(web-based)*
- Influencing and Communicating Upward *(new design)*
- Managing Time *(Catalog)*
- Your Career Development Plan *(new design)*
- Windmills – Disability Awareness *(new design)*

**Elective Courses**
- Conflict Management *(LOIL)*
- Creative Problem Solving *(new design)*
- Getting the Most out of Teams *(new design)*
- Emotional Intelligence *(LO: IL)*
- Instructional Skills Training for Trainers *(Catalog)*
- Managing Meetings *(new design)*
- Motivators *(LO: IL)*
- Organizational Change Management *(LeanOhio)*

## Resources
- Facilitators and agency Talent Development Community
- Talent Development Program Managers
- DAS Divisions and other supporting agencies
- DAS Communications
- OTM Management

## Other Considerations
- DAS leadership and division support
- Resources available to support project *(e.g., ADA, EOD, LeanOhio, OCB)*
- eLearning training content available
- Graduation timeline for completion of program *(Certificate)*

## Measures/Metrics
- Measure based on the Kirkpatrick evaluation process *(Levels 1, 2, 3)*.
- Apply same established measures used for Annual Catalog Courses, Lead Ohio and Performance Management workshops.

## Program Benefits
- Ability to offer learning and development opportunities to a larger audience of state exempt employees.
- Increase development of essential skills for exempt employees without direct reports.
- Prepare individuals for the next level position in their career journey.
- Consistently apply DISC across a broader audience of employees.

## Timeline
- Timeline for program will be completed in phases *(April-Pilot; June-Evaluate/Adjust; July-Full Launch)*
- Projected launch date July 2020
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<th>Next Steps</th>
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<tr>
<td>Solicit input from Talent Development Community</td>
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<td>Obtain buy-in from DAS leadership and divisions</td>
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<td>Establish program timeline</td>
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<td>Develop marketing and communication plan</td>
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<td>Design remaining program components, including content (with a specific course design timeline)</td>
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<td>Create a web page and intro video</td>
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<td>Present final program design to DAS leadership</td>
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What questions do you have about the proposed program concept?
Talent Development
Community
Sharing
Statewide ADA Initiative

Abbie Frase
AAA - ADA Program Initiative

Acting to improve Access and Attitudinal Inclusion to become a Model Employer
To become a First-Choice employer for qualified people with disabilities
State Policy

**ACTION**
- Strategic Plan
- Implementation and Training
- Outreach & Recruiting
- Measure Success

**ACCESS**
- Websites
- Structural/Non-Structural
- Universal Design
- Remove Barriers

**ATTITUDE**
- Buy-in
- How to Confidence
- Enrichment
- Beneficial
AAA-ADA Certification Program

Program Goal:

To develop a learning and development program designed to provide knowledge, skills and abilities to State of Ohio employees to enable Ohio to become a disability inclusion state and model employer.
Top 10 of the ADA-AAA Training Series

ADA Coordinator:
• ADA Basics
• Interactive Process
• Essential Job Functions
• Role of the ADA Coordinator

Disability Awareness and Inclusion:
• “Why we did it”
• Disability Disclosure
• The Personal Experience

Universal Design
• Day 1 Readiness
• Achieving Inclusive Events
• Creating Accessible Documents
Inclusion Training

1. Windmills and Disability Awareness
2. Inclusion Strategies (onboarding and retention)
3. Best Practices (Internal and External)
4. RA Process and IT Support (Day 1 Ready)
Want to get involved?
Sign up today to be added to the ODI-AAA Training Workgroup.
Sexual Harassment E-Learning

Jen Adair
Goal Setting and Coaching

Ray Justice
Wrap-up / Next Steps

Roderick Cheatham
Talent Development Consultant