



Newsletter

STAND:

Sharing resources and promoting training and education for professional development

February 2001

STAND Executive Board 2000-2001

Dear STAND members and friends:

There's excitement in the air! It's STAND Conference Time!

Again, many thanks to Ollive Sheperd (who is recovering well from back surgery—we send our best wishes to Ollive) and the conference committee for working so hard at planning our exciting **conference for March 16, 2001-**“**The Human Side of Technology**”. The conference will feature a seminar on “Communicating with Power and Influence “ with national speaker, Tara Bazar; a session on “De-Stressing” with Jody Graham; and a choice of one of three seminars dealing with technology: The Power of PowerPoint with Brad Glazier, Building Your Website with Ross Stump and Dawn Hollingsworth, and Delaware: Delaware's Digital Library with Anne Norman and Terry Plummer. Registration forms are on our STAND Website:
<http://www.state.de.us/spo/training/stand>.

We are also excited about the “state of training” in Delaware and anticipate exciting things in the coming years as Governor Minner continues her strong support of training and development efforts. And, as you will read further in this newsletter, *Governing* magazine's ratings of the states is out and Delaware received a very favorable rating in Human Resources (and all other categories) and to quote the magazine:

“...Training is a particular source of pride here, and recent governors have emphasized its importance through executive orders.... Not only is the number [of employees taking advantage of training] impressive but the very fact that the state tracks it may be an even clearer sign of good management.”

As part of our effort to share our resources and information, further in this newsletter we will be sharing State Personnel Office's evaluations and encourage other state agencies to do the same in future newsletters.

Also, at our May meeting we'll be having election of STAND Executive Board officers. The positions of President, Program chair, Communication chair, and Member at Large will be part of this election. Carol Kuprevich has agreed to be the nominating committee chair and can be contacted if you are interested in running for one of these offices or would like to be on the nominating committee. There is more information about this further in the newsletter.

I hope to see you at the conference on March 16th! Bring a friend!

Cindy Fauerbach
STAND President

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Training News

FrontLine Leadership: The Results Are In

“Training helped clarify the role I was performing as a supervisor and an employee.”

(FrontLine Leadership Participant)

The energy and importance placed on training in the State of Delaware government was recently recognized in *Governing* magazine, a national publication focused on state and local government. In its February 2001 issue, the magazine reported that an amazing 86.7% of Delaware's state employees participated in training and development services in the last year. The authors went on to say, “Not only is the number impressive but the very fact that the state tracks it may be an even clearer sign of good management.”

Following this concept of excellence in management of training, the State Personnel Office is currently undertaking an evaluation process that doesn't just measure how many people attended the training we sponsor but attempts to examine the impact the training has on the participants' work performance. After all, the purpose of the training we provide is to give employees the knowledge and the skills necessary to perform their jobs better.

We began our evaluation process with two of our most popular Management Development Institute courses, FrontLine Leadership Series A and B. Last year, over 175 state employees participated in at least one of these courses. In carrying out our review, we took a two-stage approach. The first step we took was to examine participants' immediate response. As is our usual practice, we asked participants to evaluate the training at the end of each course. Our results showed that 99% of those who attended rated the training “Excellent” or “Good.” Of course we were quite excited about these results and the fact that participants felt the training was useful, but we wanted to be sure that the value of the training held up once the employees returned to their jobs.

So our next step was to conduct follow-up evaluations. After waiting at least two months from the time they had completed the course, we sent follow up evaluations to participants and their supervisors. We asked those involved if there were any changes in their performance or, in the case of the participants' supervisors, in the performance of their employee. We also asked

them to estimate the increase of their productivity as a result of their improved supervisory skills. Nearly three quarters (73%) of the respondents reported a 3-5% or better increase in productivity as a result of the training, and over a third (39%) reported an impressive increase of 6% or more.

As impressive as these numbers are, I think the real proof of the impact that this leadership training had on the participants is reflected in the comments made by both the participants and their supervisors. Improved communication and customer service skills, conducting meetings more effectively, increased capability in handling personnel problems, and positive impact on achieving agency goals were some of the most common remarks made on the evaluations. Samples of some of the comments people made are:

“The training provided a great insight for personnel issues.”

“The training has helped me adjust my leadership approach with the staff I supervise. Also, it has helped me to deal with conflict which exists on my team.”

“...I have changed my way of dealing with problems. Instead of finding someone to blame, I look for the cause.”

“The skill level of our supervisors has increased across the board since we began mandating this course.”

These testimonies of both the participants and their supervisors demonstrate the practical applications that good training can provide and show that the benefits apply not just to the individual who takes the training but to their co-workers, their supervisors, and agencies as well.

None of this training, however, would have been possible without the support and effort provided by the many other agencies outside of State Personnel. The outstanding instructors who make this training achieve this level of success come from a variety of departments and agencies. These people dedicate their time, their energy, and their experience to make this program what it is. The FrontLine Leadership program is a model example of how agencies can work cooperatively to improve the skills and abilities of state employees and, thereby, improve the service of state government.

Larry Trunfio

**“I hear and I forget. I see and I remember. I do and I understand.”
-Confucius**

STAND Committee Reports

STAND Officer Elections: Call for Nominations

With the end of Winter nearly in sight, its time to start thinking about the election of STAND officers that will take place at our May meeting. This year we have 4 offices up for election and we are looking for nominations. Listed below are the offices that are up for election and a description of the duties involved:

President

The President is the Executive Officer of the Corporation and has the privileges and duties of supervision and management usually given to that position. The President presides at all Board of Directors meetings, annual meetings and general membership meetings unless an alternate is proposed for whatever reasons, and has general supervision, direction and control of the business of the corporation. Except when otherwise authorized, the President will execute contracts on behalf of the corporation.

Program Development Vice President

The Program Development Vice President is responsible for planning membership meetings, conferences and special events of the organization.

Communications Vice President

The Communications Vice President is responsible for publishing a newsletter on a bi-monthly basis to all members of the organization and for updating the website on a monthly basis. Further, the communications Vice President is responsible for publicizing the events of the organization in the local media and other state publications.

Member-at-Large

The Member-at-Large serves on the Board of Directors and must be willing to undertake special projects as assigned by the President.

If you are interested in pursuing any of these positions OR you would like to be on the nominating committee, please contact Carol Kuprevich at (302) 577- 4980.

Treasurer/Membership Report

As you all know, we are in the midst of our annual membership drive and conference preparations. As of February 18th, we are happy to report that we have 90 paid members and 18 people registered for the March conference. This is a great start but we still have a long way to go. So let's keep those membership dues and conference registrations coming in. Our current balance in our checking account is \$6535.13.

Note, however, this amount does not reflect upcoming expenses related to the March conference. If you have any questions about this financial information, please contact our treasurer Bill Tyson at 744-2718.

What's Happening!

Calendar of Events

March 16, 2000 - STAND Annual Conference

Topic: "The Human Side of Technology"

Place: Polytech Conference Center – Woodside, DE

Time: 8:30 AM to 4:00 PM

Description: Keynote speaker Tara Bazar will present an interactive seminar involving participants directly in problem solving, communication excellence, and personal accountability. Her success formula is simple – she utilizes her public speaking ability and knowledge of life enhancement skills to grow and develop others. In addition, you will be able to participate in a breakout session on one of the following topics: The Power of PowerPoint; Build Your Website; or Delaware, Delaware's Digital Library. For more information or to register, please check out our website:

<http://www.state.de.us/spo/training/stand/conference.htm>

May 11, 2001 – General Meeting

Topic: Verbal Positive Fitness in Cyberspace

Place: Uof D – Paradee Bldg., Dover

Time: 9:30 AM – 12:00 PM

Description:

Bert Freeman of T.A.L.K. Associates will present a 1.5 hour training session focused on skills that participants can use immediately to consistently write, speak, and make things happen in a positive direction when communicating out of each other's sight via e-mail, telephone, fax, and other telecommunications media. Portions of this session will be interactive and everyone will participate.

STAND elections will also be held during this meeting.

July 13, 2001 – General Meeting

Topic: Achieving Cultural Excellence (ACE)

Time: 9:30 AM – 12:00 PM

Description:

Kate Salvato and Bonnie Miller Pfeiffer will present an interactive presentation designed to define "cultural competence" and discuss why it is important to all organizations. They will also outline the components of the ACE model: Awareness,

Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly.

Aristotle



National Association for Government Training and Development

REQUEST FOR PRESENTATIONS

NAGTAD 2001: Mountain Training Time

NAGTAD's 22nd Annual Conference

September 29-October 3, 2001

Grove Hotel

Boise, Idaho

NAGTAD is seeking presentation proposals for its 22nd annual conference – **NAGTAD 2001: Mountain Training Time: Peak Into The Future**. Showcase your dependable, tested, and successful programs or your innovative, collaborative approach for enhancing the learning experience.

Presentation proposals on the following topics are encouraged but not limited to: Performance Management, Recruitment & Hiring, Succession Planning, Systems Approach to Development, and Competencies.

Share your expertise with state, local, and federal government training professionals from across the country. Highlight innovative programs and techniques used successfully in your organization, or share the pitfalls and what you've learned from the experience!

Submission Deadline:

May 1, 2001

For more information and application form, please contact:

John Moore

NAGTAD

PO Box 200127

Helena, MT 59620-0127

Fax: 406-444-0544

Phone: 406-444-3837

Or Visit the NAGTAD website:

<http://usd.edu/nagtad/>



Your Gateway to Education

***CERTIFICATION IN TRAINING AND STAFF
DEVELOPMENT***

Wilmington College, at sites in all three Delaware counties, offers a five-course program to anyone interested in improving their skills and knowledge in the area of training and staff development.

The courses are part of the College's Business Division curriculum and carry three undergraduate credits each. Course titles are *Human Resource Management, Organizational Development, The Adult Learner, Training and Development and Organizational Communication.*

Students do not have to be enrolled in a degree program to take the certification classes. However, all the courses do apply to one or more of Wilmington College's bachelor's degree programs.

All certification classes are held in New Castle, Dover and Georgetown under the accelerated seven-week format. They are spread throughout the year. Anyone wishing more information should call one of the following numbers.

NEW CASTLE	DOVER	GEORGETOWN
328-9401	734-2594	856-5780

Other Training Announcements

SPO Sponsored Training

Put It In Writing

April 4-18, 2001 - Georgetown

May 1-15, 2001 - Wilmington

May 17- 31, Dover

Performance Review for Supervisors

March 28, 2001 - Dover

April 3, 2001 - Wilmington

Human Side of Management

March 6, 7, & 8, 2001 - Dover

May 2, 9, & 16, 2001 - Wilmington

FrontLine Leadership A

April 3 - May 1, 2001 - Dover

FrontLine Leadership B

May 3 - 31, 2001 - Wilmington

May 17 - June 14, 2001 - Dover

Strategic Leadership for State Executives (DUKE)

March 25 - 28, 2001 - Rehoboth Beach

Principles of Quality

April 12 - 19, 2001 - Wilmington

May 18 - 25, 2001 - Dover

June 15 - 21, 2001 - Dover

Delaware Quality Partnership

Membership Meeting - April 6, 2001

Paradee Building - Dover

Blue Collar Jobs Training Program

Requests for Proposal due to State Personnel

Office by April 3, 2001

If you have questions about any of these announcements, please contact SPO.

Trainer's Corner

Ice Breakers

CHARACTER DESCRIPTIONS

Have students write down one or two adjectives describing themselves. Put these on a stick-on badge. Have class members find someone with similar or opposite adjectives and talk for five minutes with the other person.

FIND SOMEONE

Each person writes on a blank index card one to three statements, such as favorite color, interest, hobby, or vacations. Pass out cards so everyone gets someone else's card. Have that person find the person with their card and introduce themselves.