

MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Talent Management

Organization Development
Professional Development Services



Human Resources
MICHIGAN STATE UNIVERSITY

Overview

Our unit helps individuals and teams align their human resources with their strategic vision to enhance organizational effectiveness. Services include:

- Organization Development
- Professional Development
- Performance Management Support



Organization Development (OD) Services

- Unit assessments
- Team development/alignment interventions
- Behavioral style profiling - DiSC
- Vision, mission, goal-setting
- Change management
- Conflict management
- Strategic planning



OD services can assist teams in enhancing their work environment by facilitating:

- Effective communication
- Clear roles within a structure
- Effective processes
- Clear expectations for performance and behavior
- Timely informal/formal accountability and feedback
- A foundation of effective leadership



Professional Development Services

Skill gaps on your team? We can help!

- Instructor led classes
- Customized departmental programs
- elevateU online learning
- Leadership development
- Mentoring
- Organizational consulting re: professional development needs/gaps



Anticipated Organizational Impact

- Stronger leaders
- Increased collaboration and team effectiveness
- Highly skilled, agile workforce
- Improved unit processes
- Increased engagement
- Retention of high performers



Performance Management

Performance Excellence program rolled out January 2016

- Required training
- Website and toolkits
- Supplemental training
- Individual and unit support



Metrics and Measurements

Tools employed to measure outcomes & establish benchmarks:

1. OD post-intervention surveys
2. Customer surveys
3. Focus groups
4. Course evaluations & participation reports
5. Follow up course evaluations to measure application of skills
6. Performance management reports

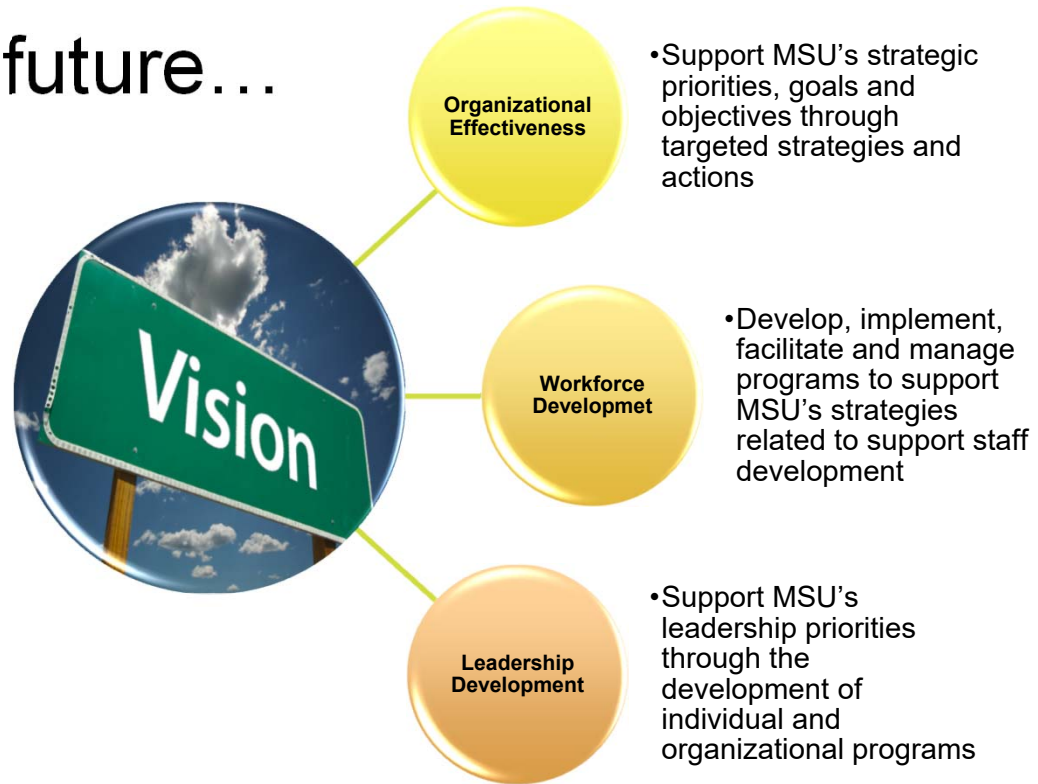


| MSU Impact | Target (Examples, actual targets not yet set) | Method | Current Results |
|-------------------------------|---|---|---|
| Stronger Leaders | Increased engagement in PDS leadership programs as evidenced by yearly increase in participation and survey participants reporting that they are applying skills learned | <ul style="list-style-type: none"> Number of Participants in leadership programs (PDS & elevateU) Survey - training usefulness on the job (self report) | <ul style="list-style-type: none"> 112 new supervisors trained in 2016 785 attendees in all ILT leadership programs in 2016 (42% increase over 2015) Reported improvement in decision making, work relationships, effectiveness & productivity |
| Skilled workforce | Provide relevant programming to boost staff skills needed at MSU, as evidenced by yearly increase in participation and survey participants reporting that they are applying skills learned | <ul style="list-style-type: none"> Number of participants, instructor led training & elevateU Surveys re: application of skills learned | <ul style="list-style-type: none"> 6154 users in elevateU (193% increase) 1530 class completions (103% increase), plus 6720 Performance Excellence participants 94% of elevateU surveys indicate they are applying content learned |
| Process Improvement | Improve understanding and application of process improvement strategies, as evidenced by number of individuals and units who have taken MSU Process mapping and reports from units on progress. | <ul style="list-style-type: none"> Total participants in process mapping Number of units who have participated Reporting of changes to processes | <ul style="list-style-type: none"> 368 people trained representing more than 80 units on campus Reduced silos, increased understanding |
| Performance Management | Eligible staff and supervisors complete training Performance Planning sessions and Annual Reviews are occurring on time. | Performance Excellence Reports | <ul style="list-style-type: none"> 90% of eligible staff & faculty completed PE training |



Talent Management

Looking to the future...



Questions and Comments

Kathie Elliott

517-884-8894

Elliott.k@hr.msu.edu

Jennie Yelvington

517-884-3798

jennie@hr.msu.edu

www.hr.msu.edu

