

PROGRESS REPORT

Working Group Name: Employee Cross Training

Working Group #: 32

Chair: Damon Slaydon

Date: March 23, 2022

Update on Actions Taken Since Last Report:

3/3/22 Working group meeting discussed:

- Priority rankings of the HR Liaison competency map
- The use of Workday and other systems to keep things simple, uniform, and optimal
- Other items of information that may be needed for an over-arching cross-training program, or possibly used in the new employee orientation program
- Providing resources in a manner that's intuitive and easy to navigate, multiple points of entry for employees/providers to self-service more confidently and more quickly

Next Major Issue to be Addressed:

- Adaptation of existing foundational training for HR Liaisons to create a broad knowledge base for all HROE employees. This will include and enhance our expectations for excellent customer service and engagement activities for all HR professionals.
- Creation of specific training for new HR Service Hub Professionals, based on processes identified by WG33
- Job shadowing expectations
- Assessment
- Schedule of training to have everyone ready by 9/1

Problems or Barriers Encountered and Solutions Identified:

Additional staff and resources necessary to provide training to “new” HR professionals is short time frame and need to develop series for administrative support functions which remain at non-centralized functions to provide greater scope of responsibility to the Dean/VP/Division Lead.

Deliverables Completed:

None to report

Timeline for Completion of Remaining Deliverables:

3/31/22	Finalize the draft of broad knowledge base for all HROE employees
5/1/22	HROE employees to receive broad knowledge base training
5/1/22	Job shadowing activity begins

5/31/22 Finalize the draft of training for HR Service Hub professionals
6/30/22 Accountability measures
7/31/22 Finalize the schedule of training for those who still need it, and develop a plan for
how to train new hires going forward