Top 5 CONTENT AREAS

1. MANDATORY AND COMPLIANCE
2. PROCESSES, PROCEDURES, AND BUSINESS PRACTICES
3. INTERPERSONAL SKILLS
4. MANAGERIAL AND SUPERVISORY
5. PROFESSION- OR INDUSTRY-SPECIFIC

Unique COURSE OFFERINGS

- In-Person: 295
- Online: 142

Course COMPLETIONS

- In-Person: 11,382
- Online: 38,567
MISSION

Staff Education and Development provides an adaptive learning and organization development infrastructure to support a creative, collaborative, and innovative workforce that furthers UC San Diego’s mission.

From the UC San Diego Strategic Plan
TO YOUR INDIVIDUAL DEVELOPMENT PLAN

With its five goals and thirteen strategies, UC San Diego’s Strategic Plan lays out an ambitious plan to align its efforts to be a student-centered, research-focused, service-oriented public university. Staff Education is making it a priority to support your development in the critical skill areas called out in the plan. Let us help you craft an Individual Development Plan (IDP) using the 70:20:10 strategy that will allow you to develop on the job. For organizations, let us create a customized workshop to enhance your team’s collaboration skills or assist in developing a change management strategy to support a new initiative.

➤ Staff Education and Development Team

WHAT’S NEW

New courses

» Coaching for Performance
» Maximizing Generational Diversity
» Moving toward Multicultural Competence
» Presentation Skills 101
» Principles of Effective Communication
» Sensitivity and Best Practices
» Service Animals/Emotional Support Animals
» The Manager’s Role in Employee Development
» Unleashing Creativity – The Design Thinking Process

New programs

» Accomplishing More with Less Leadership Program (AMLP)
» Special Offering: Play and Productivity at Work – October 2015

Refreshed certificate programs

» Performance Management (now includes blended learning offerings)
The Campus Learning Strategy

Applying the 70:20:10 Model

What is the 70:20:10 model?
The 70:20:10 model is the learning strategy that provides a guideline for the balance of learning activities in the IDP.

*Created in 1996 by M. McCall, R. Eichinger, and M. Lombardo at the Center for Creative Leadership

“Work is becoming learning and learning is becoming a part of work.”

➤ Harold Jarche

What 70:20:10 Looks Like at UC San Diego

Developing on the Job 70%

The experiential, or 70 percent, portion of the development plan needs to be proactively and intentionally defined and implemented because it takes advantage of everyday work life. As an example, the redesign of a business process allows for new learning about innovation to be applied directly to “real work” that will benefit the department. Resources for identifying on-the-job development activities include learning road maps consultations with Staff Education and the Career Architect Development Planner by Eichinger and Lombardo.

Learning from Others 20%

In the social learning portion of the plan, development strategies come from learning from others, through relationships, networking, and social media. As an example, the ideas learned from others at a networking event can be applied to the redesign of a business process. Other UC San Diego resources in this area include the Career Connection Mentorship Program and campus-sponsored LinkedIn groups.

Learning from Courses, Programs, and Certificates 10%

The development opportunities that should constitute 10 percent of the development plan are those with which we are most familiar. They include attending instructor-led courses or using technology-based resources such as Skillssoft or Virtual Instructor. Browse the UC Learning Center or Skillssoft for courses on a host of topics.
**The INDIVIDUAL DEVELOPMENT PLAN**

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**Why is the IDP so important?**

The IDP is an organized approach to intentional learning. It provides a means of documenting all your development activities, including those on-the-job, and increases the likelihood that you will actually complete the activities you identify.

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**How do I get started?**

Getting started on your IDP is as easy as visiting [http://blink.ucsd.edu/HR/training/IDP.html](http://blink.ucsd.edu/HR/training/IDP.html). A step-by-step guide explains the five-step process of creating an IDP and provides examples.

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**ELEMENTS OF AN INDIVIDUAL DEVELOPMENT PLAN**

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**IDENTIFY THE COMPETENCY TO BE DEVELOPED**

Creativity and Innovation

**IDENTIFY DEVELOPMENT ACTIVITIES**

- Attend Unleashing Creativity - The Design Thinking Process.
- Attend UC San Diego Continuous Innovation Series networking events.
- Apply the concepts from the workshop to a business process (re)design.

**WRITE A GOAL STATEMENT**

By the end of the fiscal year, I will increase my competency in creativity and innovation by redesigning a current business process and applying strategies and insights gleaned from my development activities. I will be supported in this goal by my supervisor, and my goal success will be determined by the level of increased efficiency gained by the redesigned process.

**IDENTIFY DESIRED OUTCOMES AND RESULTS**

- Successfully complete Unleashing Creativity - The Design Thinking Process.
- Network with three colleagues at Continuous Innovation Series events.
- The new process increases efficiency by 10 percent.
Certificate Programs

» Academic Personnel Certificate
» Department Safety Coordinator Certificate
» Supervision Certificate
» Performance Management Certificate
» UC San Diego SysAdmin Training Series
» Workplace Instructor Certificate
» Work Leader Certificate

UC Learning

Browse relevant courses through our learning management system in the following content areas:

» Basic Skills
» Customer Service
» Diversity
» Interpersonal Skills
» IT and Systems
» Mandatory and Compliance
» Managerial and Supervisory
» Personal Growth
» Processes, Procedures, and Business Practices
» Profession- or Industry-specific
» Work/Life and Wellness

Organization Development Consulting Services

Staff Education and Development’s organization development consulting services assist leaders in designing and implementing appropriate and effective solutions toward the achievement of organizational objectives. Consulting services may focus on:

» Assessment of organizational issues and action planning
» Change management
» Climate and culture
» Coaching
» Custom training
» Individual development planning
» Performance management
» Retreat planning, design, and facilitation
» Strategic planning and mission and vision development
» Team development

Learning Road Maps

Staff Education and Development has created Learning Road Maps to help you navigate all the learning activities related to a particular functional area or competency.

» Career development
» Change management
» Communication
» Creativity and innovation
» First-level Manager
» Information technology
» Middle Management
» Performance management
» Senior Management
» Workplace Instructor

View all the Learning Road Maps at http://blink.ucsd.edu/HR/training/roadmaps

Educational Benefits

UC San Diego employees receive a variety of educational benefits, depending on eligibility. Benefits include reduced-fee enrollment or discounts on courses. Discounted programs include:

» UC San Diego Extension
» UC San Diego General Catalog Courses – Fall, Winter, and Spring
» Rady School of Management Open Enrollment Programs
Skillsoft
Skillsoft is a free web-based service for all UC San Diego faculty and staff. Resources include courses, books, videos, skill briefs, simulations, test prep exams, job aids, and express guides. Visit http://skillportsso.ucsd.edu.

Virtual Instructor
Virtual Instructor includes live instructor-led online computer classes, lunchtime talks, online consultations, videos, and training materials. Annual subscriptions or single-course pricing is available. Visit https://virtualinstructor.com.

CAMPUSWIDE AND SYSTEMWIDE PROGRAMS

» Executive Forum
» Leadership Advance
» New Supervisor Orientation

» Staff Development Program
» UC Management Development Program (MDP)
» UC Management Skills Assessment Program (MSAP)

CONTACT INFORMATION
Torrey Pines Center South, Suite 265A
10280 North Torrey Pines Road
http://uclearning.ucsd.edu

E-mail: staffeducation@ucsd.edu
Phone: (858) 534-4890
Mail code: 0922

FACILITIES
Learning Center
Torrey Pines Center South, Suite 265A

Training Center North
Torrey Pines Center North, Plaza Level
You may reserve this facility for a fee.

Many courses or programs are held in other locations. Visit the UC Learning Center at http://uclearning.ucsd.edu for details.