



STAFF EDUCATION AND DEVELOPMENT

University of California San Diego • 2016–17

COLLABORATION

Each year, **STAFF EDUCATION AND DEVELOPMENT** features a learning theme that is drawn from the UC San Diego Strategic Plan (plan.ucsd.edu). **The learning theme for 2016–17 is Collaboration.**

We believe collaboration reaches beyond consensus building and interdisciplinary research. It includes interdepartmental and cross-functional processes and practices, which lead to interactions and work results that can only be described as brilliant: bright ideas, deeper insights, synergies, and innovative approaches.

MISSION AND VALUES

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.

UC San Diego Values for Learning and Professional Development (See blink.ucsd.edu/go/learningvalues.)

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 and Development supports the critical skill areas that are called out in the plan by collaborating with you to craft an intentional and structured approach to your individual development of these critical skill areas. Individual Development Plans (IDPs) drive learning activities to align with specific competencies such as teamwork and collaboration, innovation and change management, and the other eight UC Core Competencies.

Implementing an IDP using the 70:20:10 learning strategy facilitates development on the job.

➤ *The Staff Education and Development Team*

WHAT'S NEW



Career Connection

Career Connection has joined the Staff Education and Development family of programs! Career Connection is a free, comprehensive career development program for UC San Diego staff. It provides information and tools to assist you in achieving greater job satisfaction, current job enhancement, and lateral or upward career mobility. All UC San Diego staff employees, retirees, and individuals on layoff status are eligible to join Career Connection. See blink.ucsd.edu/go/careerconnection for a list of all nine free programs and services from Career Connection.

Campuswide and Systemwide Programs

- Leadership Advance
- New Supervisor Orientation
- Staff Development Program
- UC Management Development Program (MDP)
- UC Management Skills Assessment Program (MSAP)
- UC People Management Certificate

New Courses

- Time Management and Beyond: The Perfect Fifteen-Minute Day Method
- Design Thinking to Focus, Collaborate, and Play!
- Innovative Project Management
- How to Support a Student Survivor
- Flexible Work Arrangements: Tips for Implementing and Success
- Academic Personnel: Academic Recruitment Waivers Update (Posttransition)
- In collaboration with the Rady Center for Executive Development, numerous course offerings that may also apply to its certificate programs

THE 70:20:10 LEARNING STRATEGY AND YOUR INDIVIDUAL DEVELOPMENT PLAN (IDP)



What is the learning strategy?

The **70:20:10*** learning strategy provides a guideline for the balance of learning activities in the IDP.

- **70%** Developing on the Job – because it takes advantage of everyday work life, the experiential portion of the development plan needs to be proactively and intentionally defined and implemented.
- **20%** Learning from Others – in the social learning portion of the plan, development strategies come from learning from others, through relationships, networking, and social media.
- **10%** Learning from Courses, Programs, and Certificates – the development opportunities that should constitute 10 percent of the development plan are those with which we are most familiar, such as instructor-led courses via the UC Learning Center or technology-based resources such as Skillsoft (skillportssso.ucsd.edu).

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

HOW DO I FIND 70:20:10 ACTIVITIES?



Learning Road Maps

Staff Education and Development offers Learning Road Maps that are focused around specific competency areas. They help you navigate suggested learning activities within each competency area. Learning Road Maps are organized around Developing on the Job (70%); Learning from Others (20%); and Courses, Programs, and Certificates (10%). A sampling of Learning Road Maps includes:

- Change Management
- Communication
- Financial Management for Fiscal Support/for Managers
- Information Technology
- First-Level/Middle/Senior Manager
- Performance Management

A full list of Learning Road Maps is available at go.ucsd.edu/2c9cdP9.

Learning Road Maps can be used to build out an Individual Development Plan for your professional and career development objectives. You may learn more about Individual Development Planning at go.ucsd.edu/2cml8jg.

Career Architect Development Planner

This book by Eichinger and Lombardo, available at Staff Education and Development, has hundreds of suggestions for 70:20:10 activities.

Career Connection's Staff Mentorship Program

Mentorship and campus-sponsored LinkedIn groups (log in or create an account on LinkedIn, search for UC San Diego, then select Groups in the right-hand column). See Mentorship Program details at blink.ucsd.edu/go/mentorship.

UC Learning Center

This website offers enrollment for instructor-based courses, held either online or in the classroom. Log on to uclearning.ucsd.edu.

Skillsoft

Skillsoft is a free web-based service for all UC San Diego staff and faculty. Technology-based resources include courses, books, videos, skill briefs, simulations, test prep exams, job aids, and express guides. Go to go.ucsd.edu/2dwiOrE to learn more and to connect to Skillsoft.

THE INDIVIDUAL DEVELOPMENT PLAN (IDP)



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.

The IDP and Your Performance Appraisal

The IDP process provides an opportunity for you to share with your supervisor your goals as well as to communicate your strengths and development needs. You work together to develop realistic goals and activities to achieve them, and your supervisor assists by providing check-ins, feedback, and coaching. Coupling the annual performance appraisal with an Individual Development Plan reflects a best practice model for performance management.

How do I get started?

Getting started on your IDP is as easy as visiting go.ucsd.edu/2cml8jg. A step-by-step guide explains the five-step process of creating an IDP and provides examples. For help in selecting 70:20:10 activities for your IDP goal(s), contact staffeducation@ucsd.edu.

ELEMENTS OF AN INDIVIDUAL DEVELOPMENT PLAN



IDENTIFY THE COMPETENCY TO BE DEVELOPED



Collaboration

UC Core Competency
(go.ucsd.edu/2c9ecD1)

WRITE A GOAL STATEMENT



By the end of the fiscal year, I will increase my competency in collaboration by working with colleagues to redesign 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 DEVELOPMENT ACTIVITIES



- Attend the Design Thinking to Focus, Collaborate, and Play! workshop.
- Attend UC San Diego Continuous Innovation Series networking events.
- Apply the concepts from the workshop to a business process (re)design.

IDENTIFY DESIRED OUTCOMES AND RESULTS



- Successfully complete the Design Thinking to Focus, Collaborate, and Play! workshop.
- Network with three colleagues at Continuous Innovation Series events.
- Increase the process efficiency by 10 percent.

STAFF EDUCATION AND DEVELOPMENT SERVICES



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 Center

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

Change Management Consulting Services

- Change Assessments
- Change Management Coaching Program
- Change Management Sponsor Program
- Employee Orientation to Change

Organization and Individual Development Assessments

- 360-degree Feedback Instruments
- Change Style Indicator
- DiSC Workplace Profile
- Fundamental Interpersonal Relations Orientation (FIRO-B)
- Hermann Brain Dominance Indicator
- Mastering the Change Curve
- Management Development Questionnaire

- Myers-Briggs Type Indicator
- Situational Leadership
- Strong Interest Inventory
- Thomas Kilman Conflict Mode Instrument
- Trust – The Ultimate Test

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 specific competency or functional area.

- 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 go.ucsd.edu/2c9cdP9.

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

PARTNERSHIPS



Staff Education collaborates with organizations across UC San Diego to provide programs, services, and classes to you.

Campus Partners

- Academic Affairs
- Academic Personnel
- Admissions/Registrar
- Advancement
- Benefits
- Business and Financial Services
- Campus Asset Management System (CAMS)
- Chancellor's Office
- Counseling and Psychological Services
- Campus Advocacy, Resources, and Education at the Sexual Assault Resource Center
- Colleges Business Office
- DisAbility Counseling and Consulting
- Environment, Health, and Safety
- eRAP (Electronic Research Administration Program)
- Extension
- Faculty and Staff Assistance Program

- Housing, Dining, and Hospitality
- Information Technology Services
- International Center
- LGBT Center
- Office for the Prevention of Harassment and Discrimination
- Operational and Strategic Initiatives
- Rady Center for Executive Development
- Resource Management and Planning
- Scripps Institution of Oceanography
- Student Affairs
- Talent Acquisition and Outreach Services
- Undergraduate Academic Advising Council
- Vice Chancellor and Chief Financial Officer Area
- Workplace Technology Services

E-Learning Partner

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 on hundreds of topics. Visit skillportssso.ucsd.edu.

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 uclearning.ucsd.edu for details.

CONTACT INFORMATION

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