Client Success Stories

Health-Care Organization Builds Supervisory Skills

Minnesota State Government Agency Solves Communication Challenges

Engineering Firm Guides New Product Ideas

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Health-Care Organization Builds Supervisory Skills Through College of Continuing Education Professional Development

Background
A major health-care organization approached the University of Minnesota for help in building their supervisors’ skill sets to meet their organization’s growth. Due to time and budget constraints, they were unable to design and deliver a quality program in-house. They worked with the College of Continuing Education’s Continuing Professional Education to develop a tailored supervision program that met their deadlines and budget.

Solution
During the discovery process, program associates worked with the organization to identify their needs and desired outcomes. Their major goals for the training program were to:

- Identify and address critical individual development needs
- Manage ongoing performance for results
- Develop, coach, and motivate their work group
- Build influencing skills to create and implement change
- Craft ongoing action plans

Following the discovery process, an instructor was selected to develop the training to meet their needs. To ensure the organization’s goals were met, professional development staff worked with the health-care staff to review the program design, assessments, learning outcomes, and action plans. Action planning tools for on-going practice and sustainability were also incorporated.

Results
The initiative was a success due to senior management support and the University’s excellent partnership with the health-care organization. This partnership ensured a strong link to their organizational goals and was the key to the program’s success. Approximately 75 managers completed the program over a 12-month time frame. Because the program was so successful, the organization worked again with the University again the following year to provide training to new supervisory staff.

Client Feedback
“The tailored supervision courses were invaluable in helping prepare our staff for the challenges they will face down the road. There is a good mix of exercises with classroom-style learning that promotes a very engaging experience. Overall I found the certificate program classes to be outstanding. I highly recommend them for the supervisors seeking supervision skills and/or career advancement.”

The health-care industry is changing rapidly to adapt to a changing population and policies. Contact us to discuss how we can help create a solution for your organization’s training needs.
Minnesota State Government Agency Solves Communication Challenges Working With the College of Continuing Education

Background
Over the past several years, a state government agency had observed a decline in their employees’ ability to write well. Agency plans that were submitted looked disorganized, which made the agency itself look disorganized. Policies that were written were unclear, which led to confusion about how to follow them. Business reports distributed higher in the agency contained embarrassing errors, which led to senior staff doing a lot of editing to avoid distributing work that didn’t reflect well on the agency.

Solution
This agency approached the College of Continuing Education at the University of Minnesota for help. They were looking for a solution provider that took the time to understand their true needs and goals and that could provide a tailored solution. The College of Continuing Education was able to ask the right questions to pinpoint the exact skills that specific employee groups needed.

From a pool of dozens of instructors, one was selected who understood the agency culture and could tailor the training with relevant examples and exercises to make the learning effective. This helped people improve their on-the-job writing immediately.

Client Feedback:
“The University of Minnesota handled all of the administrative requirements and was helpful in planning and executing the training. During class, the instructor was keenly attuned to our specific training needs and came prepared to help us improve our written reports overall and provide advice to individual writers. The training was tailored to the specific reports our office generates. The instructor’s preparation and review went beyond the needs we had originally articulated for the training. It was valuable for individual employees, as well as our division as a whole.”

Result
The result has been an increase in the professionalism of the employees’ written communications. Documents are produced more quickly and with fewer errors. Senior staff spends less time editing others’ work, as their confidence in others’ writing skills has increased.

We work with government at the city, county, state, and federal levels. Contact us to find out which courses are in highest demand.

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Background
A local agricultural engineering firm had been experiencing success and strong growth thanks to their ability to rapidly turn ideas into marketable products. In turn, that success meant adding new engineers and other staff. As a small company, they had been able to make quick decisions about new product development. When they became a mid-sized company, however, the decision-making process about how to bring new products to market became more complex, and a more formal process was necessary.

Solution
The firm approached the University of Minnesota for assistance. Through a series of meetings and discussions, a solution to their needs evolved. An instructor who specializes in new product development was selected to work with the firm.

The instructor was charged with using research, best practices, and specific knowledge about the company and its products to create a customized, robust, industry-specific new product development process.

Results
The solutions were tailored to the firm’s philosophy, which strongly encourages creativity and “thinking outside the box.” Training on the new process was provided for employees. In addition, the staff took a basic project management course to further increase their ability to bring new product ideas to market.

New documentation and templates were also created to ensure that everyone in the organization understood and followed the same process. As the organization continues to grow, new staff will have the resources needed to get them up to speed quickly.

Client Feedback:
“Continuing Professional Education was ready to gather our needs and to answer our questions. We appreciated them being so well prepared from the first time we met. It really helped with the success of the programs we offered. We have heard positive feedback from students and their managers. We are seeing people use the content they learned right away on the job.”

Fast-growing, innovative companies are our specialty. Let us help position your organization for success.

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