



UNIVERSITY *of* MARYLAND
BALTIMORE

Human Resource Services

2023

ANNUAL REPORT

Talent Learning and Development



WELCOME

As we closed out 2023, we can acknowledge the many accomplishments attained by HR's Organization and Employee Development (OED). The OED team focused their energies and efforts on cultivating learning experiences that promoted and elevated professional excellence. Throughout the year, we offered active and engaging learning sessions, consulted with leaders to design customized learning solutions for targeted groups, and executed other initiatives to leverage a culture of learning.

We hired two new employees to expand our team's capacity. The Learning Development and Learning Management Systems (LMS) Specialist set up processes for our LMS, developed a new eLearning support form, and updated the eLearning webpage. The new Senior Instructional Designer set the stage for how we will design effective learning content for staff, supervisors, and managers.

With the direction of the AVP of Human Resources, the HR directors worked collaboratively to establish a new HR Lunch and Learn series.

We provided a mix of well-balanced learning sessions to broaden professional skills and awareness of UMB employee perks and benefits. The OED team took the lead in handling the logistics for the series.

We launched other initiatives that demonstrated a desire to enhance professional knowledge and workplace culture. These initiatives included a campus-wide training needs assessment and Administration and Finance's (A&F) Service Excellence project. The needs assessment provided data to address the skill and performance needs of staff and supervisors. Service Excellence is a customized initiative to improve the customer experience when interacting with any A&F unit.

2023 was the year of many accomplishments! With this in mind, peruse the following pages to learn more about how we leverage learning for the talent community.

Zandra D. Rawlinson

Zandra D. Rawlinson, Ed.D.
Director, OED



"Cultivating learning experiences to elevate the professional acumen of UMB employees"

PROFESSIONAL DEVELOPMENT

COHORT PROGRAM PARTICIPATION

64

Career Essentials

Career Essentials is designed for individual contributors looking to sharpen interpersonal skills and develop a solid foundation for their career. The modular instructor-led program includes such topics as Understanding Your Organization & Culture, Communication and Interpersonal Skills, Customer Service Excellence, and Diversity in the Workplace. Additionally, five to six class are offered as electives.

27

Emerging Leaders

The Emerging Leaders Program is a 9-month professional development initiative geared toward examining universal principles of leadership with application to the culture of UMB. The program aims to contextualize participants' leadership experience through a series of interactive and informative sessions. It is designed to build repeatable and transferable knowledge and skills.

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Management Essentials

Management Essentials is a modular instructor-led program designed to empower supervisors and managers on their leadership journey. The modules consist of Interpersonal Communications, Effective Delegation, Productive Conflict, Performance Feedback, Cultural Proficiency, and Successful Teams.

Total # of Participants = 137



HR LUNCH & LEARN

HR launch the Lunch and Learn series in August and will continue through March 2024. The series offers the talent community the opportunity to learn more about UMB employee perks and benefits to broaden professional skills. The 2023 sessions included:

Session	# of Participants
Tuition Remission	30
Parenting Resources	42
EAP & Me!	29
Staff Experience Survey Results	15

PROFESSIONAL DEVELOPMENT WEEK

Fall into Success: Inspire, Innovate, Lead! was the theme for the week-long virtual conference for all USM employees. The week started with a keynote panel of executive and senior leaders from various USM institutions. Employees engaged in 13 different workshops. And the conference ended with a 45-minute networking session for participants to make meaningful connections with other USM employees.

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**UMB EMPLOYEES
ATTENDED**

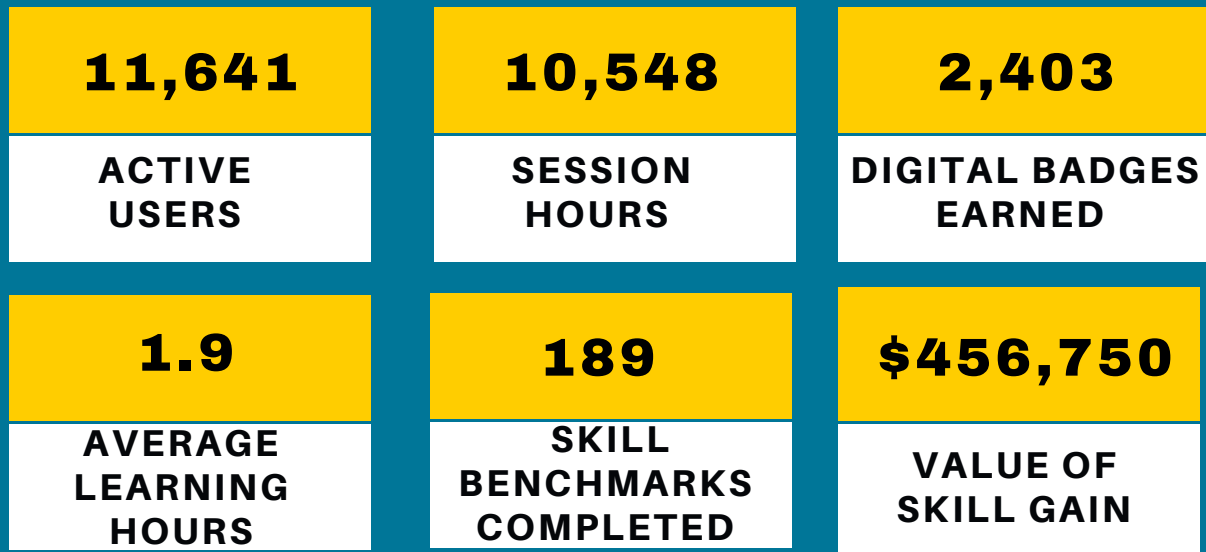


Total # of Participants = 161

PERCIPPIO

Percipio is UMB's one-stop shop for professional elearning for employees to grow their talent and performance. Within the platform there are multiple resources that cover all aspects of professional life, from improving computer proficiency to enhancing leadership skills. Employees can watch, read, listen, and practice the learning content.

Learning Snapshot



Popular Content by Modality



**Resolving
Workplace
Conflict**



**Becoming
a Resonant
Leader**



**The Five
Dysfunctions
of a Team**



**Overcoming
Obstacles to
Resolution**

CAREER DEVELOPMENT SERVICES

No matter where an employee may be in their career journey, having support and guidance is paramount. Our career development manager provided pertinent information to those employees who came for one or multiple visits.

37

of employees

57

of Appointments

Top Visit Topics

- Exploring Opportunities
- Understanding UMB's Career Paths
- Seeking Advancement
- Seeking a New Career
- Dissatisfied in Current Role



Services Provided

- Interview Prep
- Resume/Cover Letter Review
- Career Coaching
- Identification of Opportunities
- Referrals & Resources

OTHER HIGHLIGHTS

Training Needs Assessment

Completed a campus-wide training needs assessment. The survey population consisted of *staff, supervisor, and faculty who supervise staff*. A total of **1,307** completed the survey.



- **Top five professional development topics for all staff** - career development, communication, project management, MS Office application, and leadership.
 - **Top five professional development topics for supervisors** - motivating staff, process improvement, coaching techniques and strategies, planning and goal setting, and dealing with conflict.
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Onboarding

1,139 new hires were registered for the bi-weekly onboarding session. **26** sessions held for the year. **498** new hires completed the onboarding survey. Overall, new hires reported high satisfaction with the onboarding day. Specifically, the benefits presentation received the highest ratings.



Service Excellence: One Interaction at a Time

Launched the Administration and Finance's customer service initiative. The 18 month program will seek to improve the customer's experience when interacting with any A&F unit. Both unit employees and stakeholders will evaluate performance relative to five service dimensions. From August through December - **237** self-assessment and **838** stakeholders surveys have been completed.



OED Team Members



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Visit OED's webpage for more information:
www.umaryland.edu/hrs/current-employees/organization-and-employee-development/