

Idea began as Learn MO and evolved to...

MLA Capstone
Class 11

Supervising Change

A photograph of a wooden desk with papers, a pen, and glasses, serving as a background for the title. The desk is cluttered with various papers and documents, some of which are slightly out of focus. A pair of black-rimmed glasses is prominently placed in the foreground, resting on a piece of paper. A black pen lies horizontally across the middle of the desk. The background shows a blurred indoor setting with a plant in a glass vase.

Supervising Change

Meet The Team



Jimmy Shannon 



Emily Parks 



Cody Arnold 



Amanda Bolin 



Erin Casey-Campbell 



Frank Nelson 

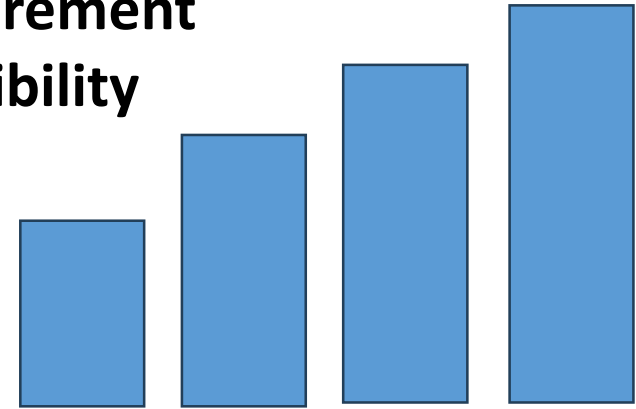
Problem Statement

Increased **turnover** rate (current & projected) has accelerated the need for more **efficient & effective training** of new supervisors.

“People leave managers, not companies”

-Marcus Buckingham

MO Gov Retirement Eligibility **32% within 5 yrs**



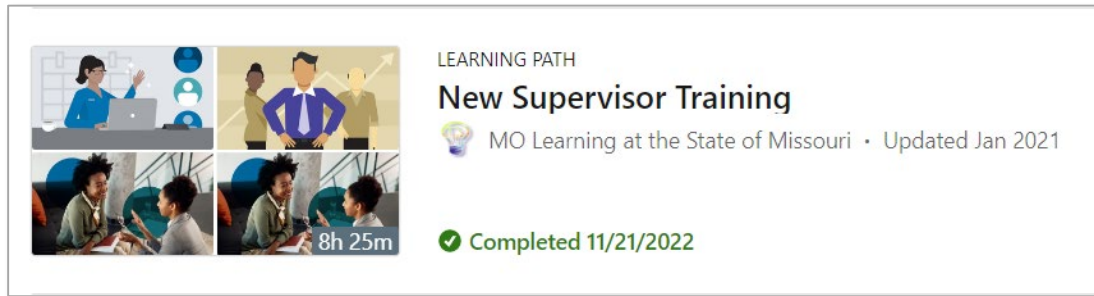
Median MO Gov Employment Length



4.1 yrs

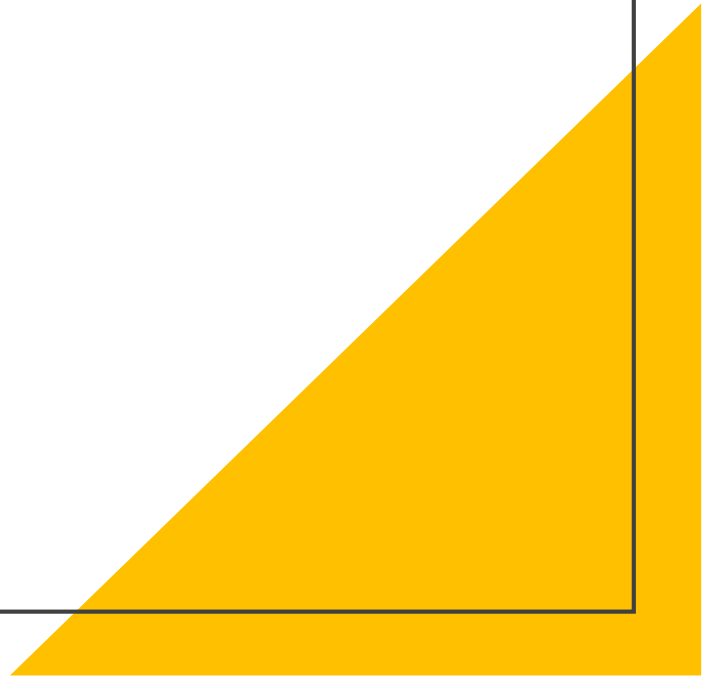
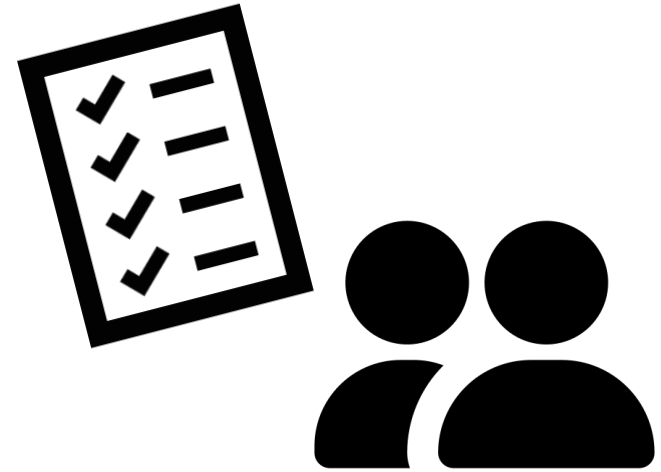
How & What Are We Doing?

- Several agencies using **defined LinkedIn Learning** pathways

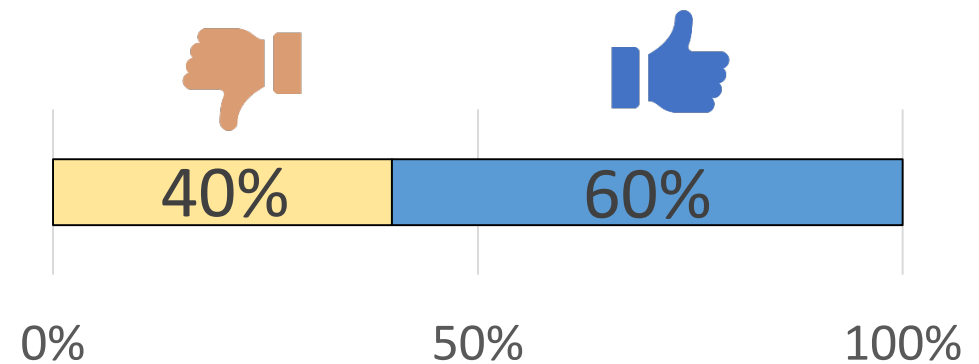




- **Mixture** of online and in-person training
- Variety of other unique resources & opportunities already

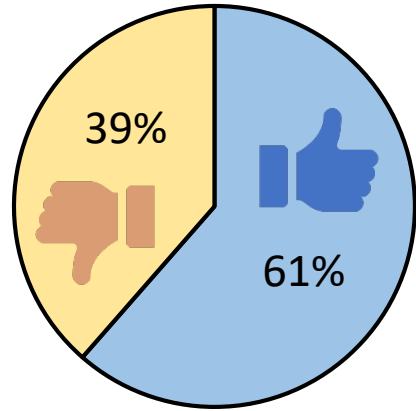
Survey Data



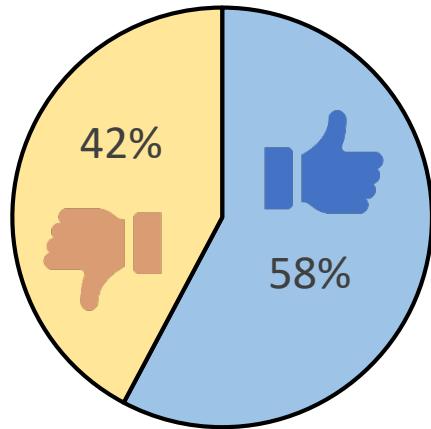
Employees *receive the training* and development they need *to be effective* in their jobs.



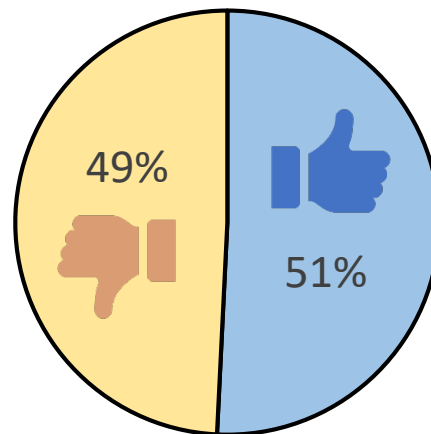
-  Strongly Agree, Agree
-  Neutral, Disagree, Strongly Disagree



New supervisors in my agency receive consistent training.



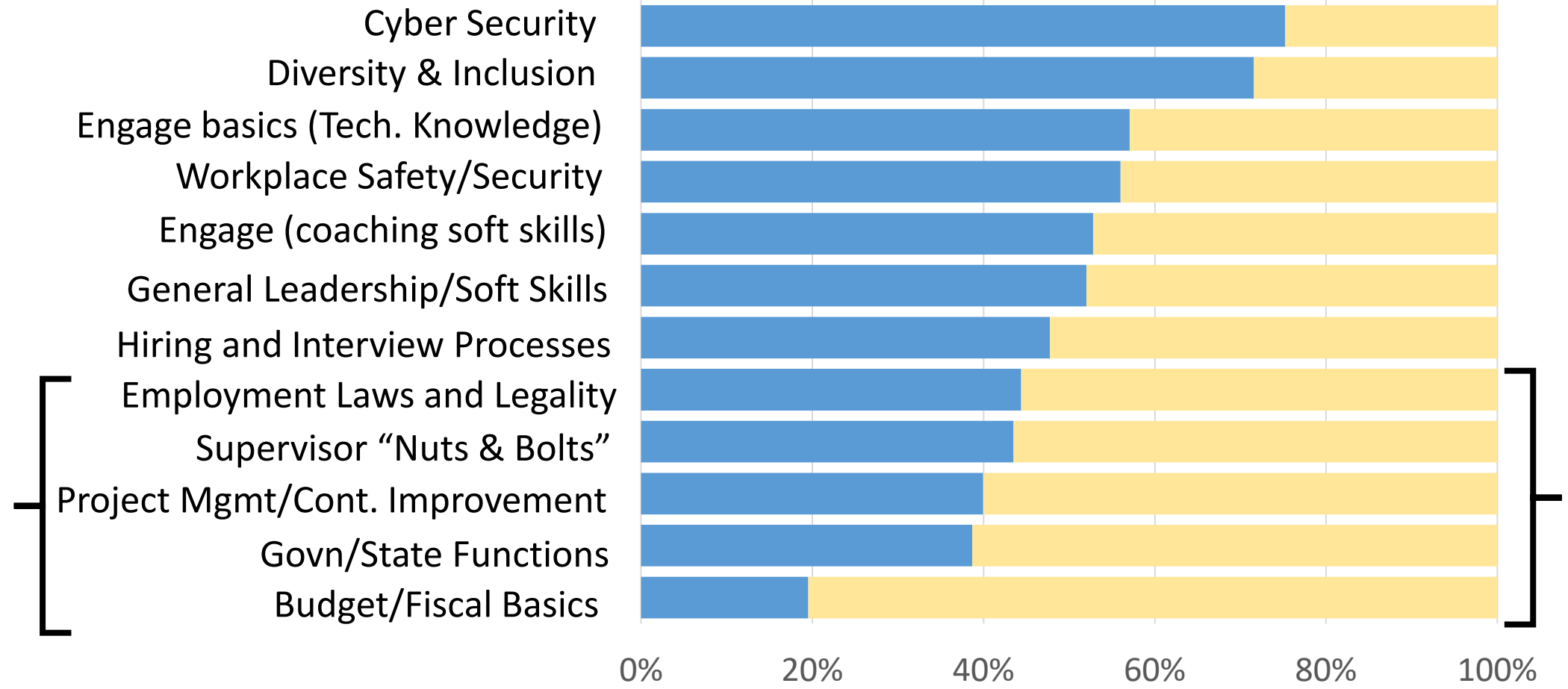
Once I was in my supervisory position, I had adequate soft skills training available so that I could be successful in my role.



Once I was in my supervisory position, I had adequate technical skills training available so that I could be successful in my role.



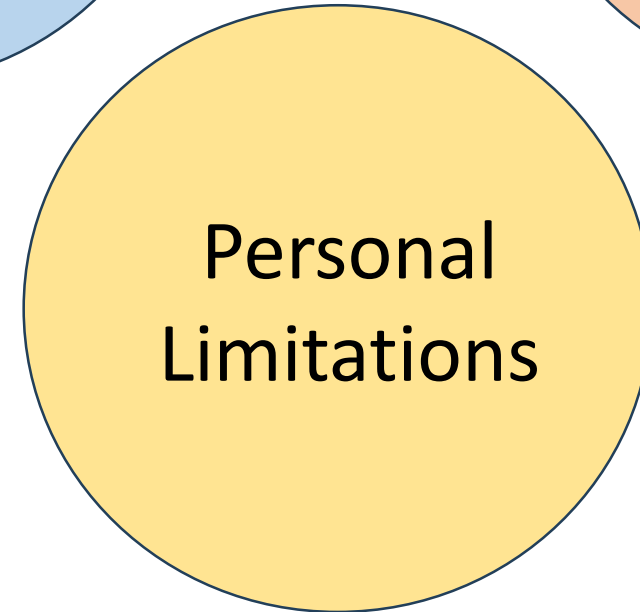
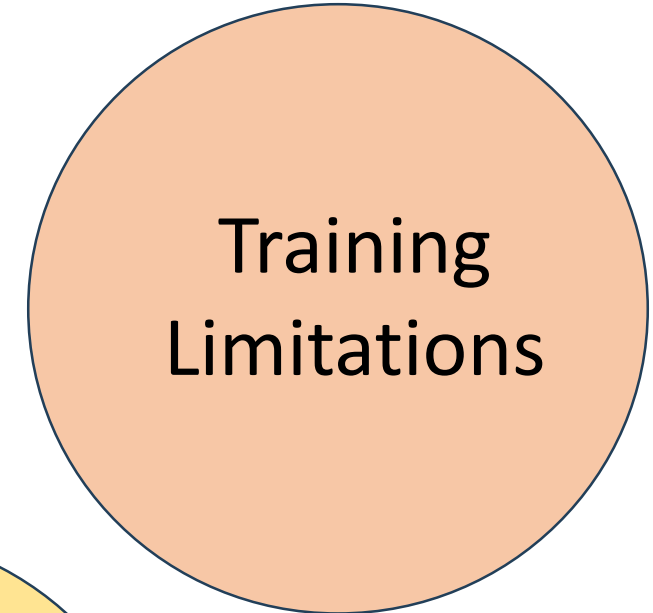
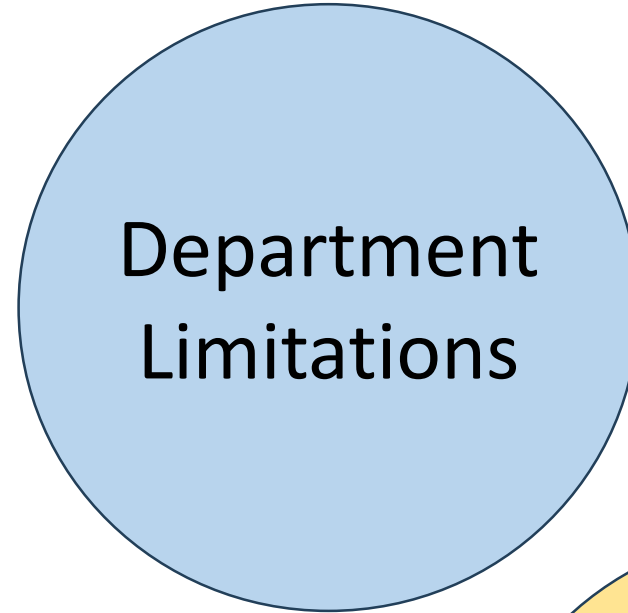
Rate the resources and training opportunities, within your **first 6 months** as a supervisor:



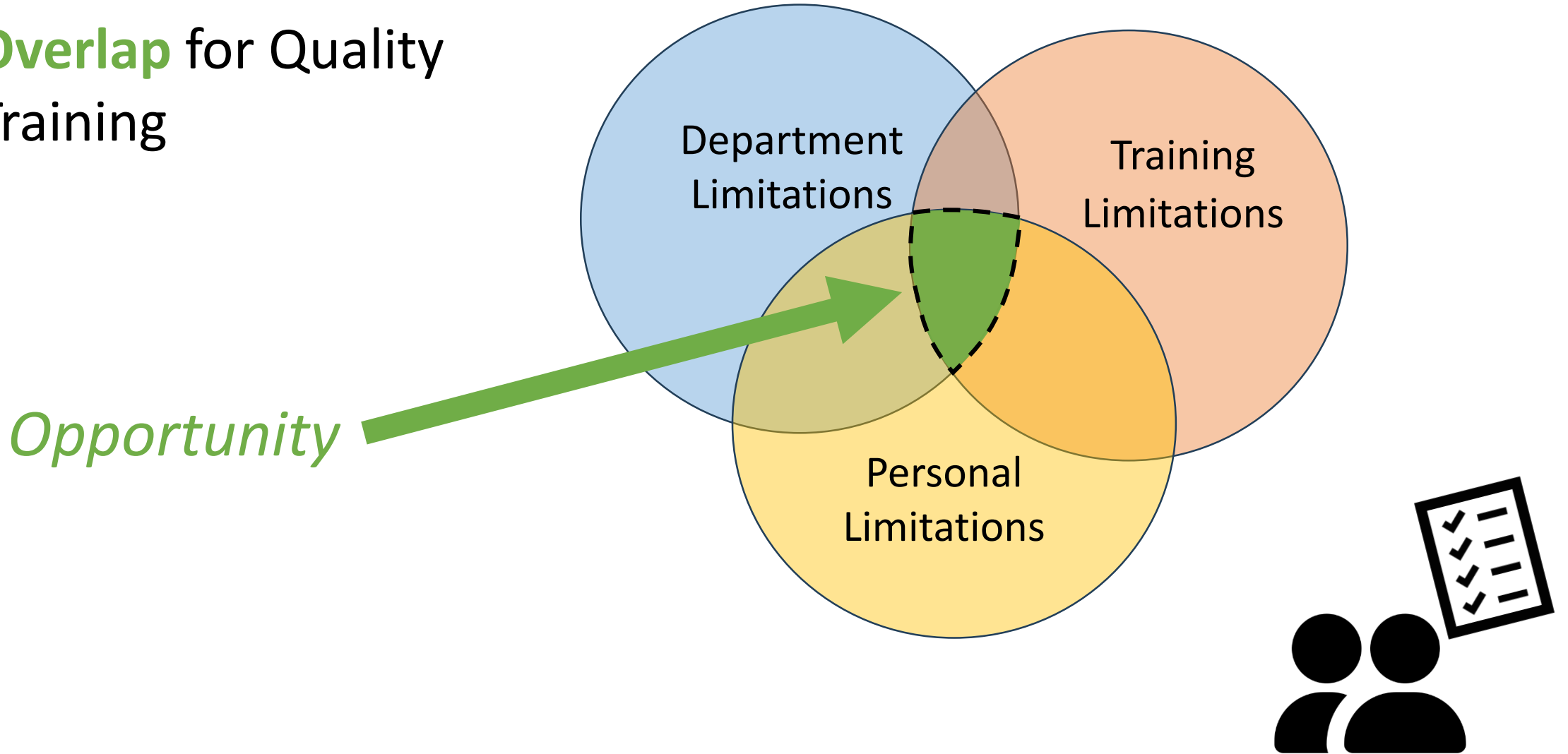
Recommendation



Separate Spheres
Limiting Quality
Training



Focus on Areas of **Overlap** for Quality Training

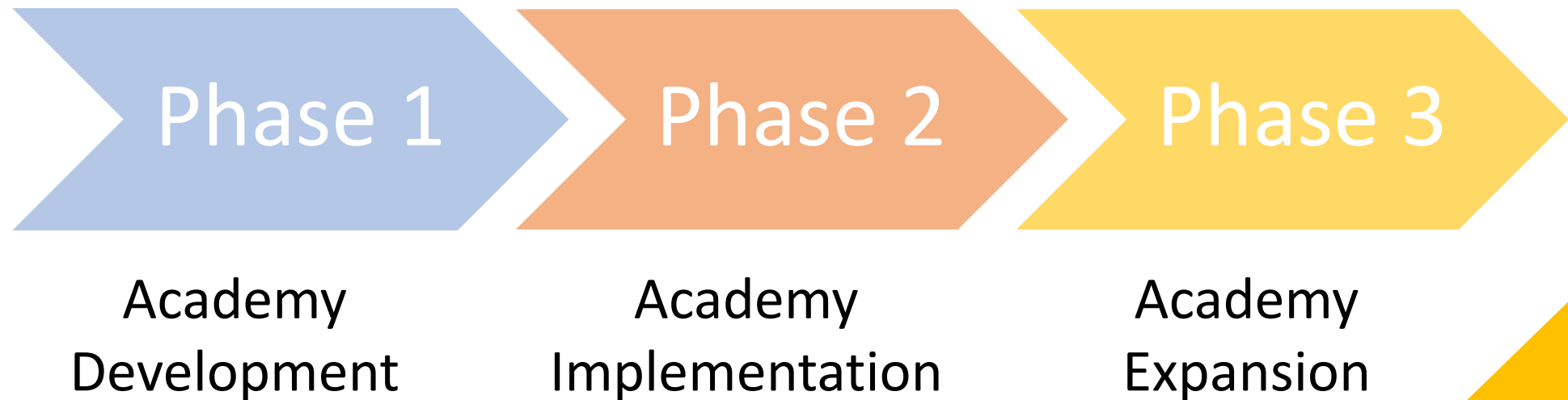


Recommendation

- *Framework for Departments to collaborate & improve training*
- **New Supervisor Training Academy**
 - Multi-phase, multi-course approach
 - In-person, with hybrid option
 - **Interactive** delivery & participation
 - **Recommended** for all new supervisors



Implementation: Phases



Academy Development: Phase 1

- Who?
 - Collaborative team of reps from each or several Department(s)
 - Ideal: Dedicated FTE
 - Practical: Existing groups of HR/training professionals (SLDW), qualified volunteers, subject-matter experts
 - Led by OA
 - Build framework, content



Academy Implementation: Phase 2

- **Course 101 - Monthly**

- Most immediate needs
 - Employment laws & legal issues
 - Supervisor nuts & bolts

- **Course 201 - Quarterly**

- Less time-sensitive, still critical
 - Mentoring & coaching
 - Interviewing & hiring
 - Project management

- **Course 301 - Annually**

- Other gaps
 - Government 101
 - Budget process

Phase 1

Phase 2

Phase 3

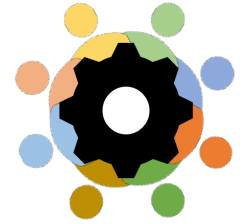


Academy Expansion: Phase 3

- **Expansion on Phase 2**
 - Additional course offerings (topics, frequency, locations)
- **Future Supervisor Summit**
 - Offered annually to employees *interested* in or recommended for supervisory positions



Conclusion



- **Problem Statement:** Increased turnover rate has accelerated the need for more efficient & effective training of new supervisors
- **Current Status:** Varied ongoing efforts with room for improvement
- **New Supervisor Training Academy**
 - **Framework** for Departments to collaborate & improve training
 - Addresses **timely, universal training** needs & LDR requirements
 - Opportunity for expansion
 - Improves **retention** & relationships
 - Sets up Supervisors for a Successful Career



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Supervising Change... Questions?

