

DHHS STAFF DEVELOPMENT REPORT

Directions for Use and Explanation of Terms

Introduction

Every six months, each division, facility, and school is asked to report on the types and the frequency of training during that period. This information is used to provide management with trends, to document mandated training, and to identify key training topics.

An explanation of how to prepare the report, time frames for each report and definitions of the groups of training follow. You may complete the form on pages 7 - 9, and e-mail the form back to [Marilyn Moore](#). This form is also available directly on the DHHS HR website: http://www.ncdhhs.gov/humanresources/forms/development/EM311-StaffDev_report.pdf (Note: Add your division, facility, or school name to the subject line—for example “staff_dev_report_0710_1210_Aging”)

Reporting Periods

January 1- June 30	report due August 1
July 1 - December 31	report due February 1

Your report should be sent electronically to [Marilyn Moore](#).
You may also mail it to:

DHHS, Employee and Management Development Section; 2001 Mail Service Center,
Raleigh, N.C. 27699-2001; or state courier #56-20-11.

Marilyn Moore's phone number is: 919 733-2943.

Definition of Training Groups

GROUP 1: MANAGERIAL/SUPERVISORY: Deals primarily with supervision of people or program management, such as:

Managing for Effective Performance	Performance Management
Results Based Interactions	Public Manager Program
HR Skills	Supervisory Drug and Alcohol Training
Merit Based Hiring	Unit Management Training

GROUP 2: HEALTH/SAFETY: Related health/safety topics geared to general employee population for their education/awareness; not program specific, such as,

Bloodborne Pathogens/AIDS (employee training)	Asbestos
Back Injury Prevention	First Aid
Blood Pressure	Infection Control
CPR	Stress Management
Drug Free Workplace/EAP Training (employee training)	Wellness

GROUP 3: CLIENT RELATED SERVICES PROGRAM TRAINING: Related to providing care or services to clients and patients or teaching them to become self-sufficient—aimed at populations served, such as:

Adjustment to Blindness	Diet Planning
Ambulance Orientation	Health Care Technician Training
Assistive Listening Devices	NCI
Basic Examiner Training	Sign Language
Behavior Management	Substance Abuse Professional training
Data Collection on Patients	Venapuncture

GROUP 4: SUPPORT SERVICES: Non-program training of a technical nature, such as:

Bus driving	Maintenance
Clerical/Secretarial courses	Computer Courses
Housekeeping	

GROUP 5: GENERAL: Non-program training that would be relevant or benefit all employees, as appropriate, such as:

GED	Reading
Learning Styles	Service Excellence
New Employee Orientation	Team Building
Personality Types	Time Management
FISH	

GROUP 6: OTHER: Areas of professional development or “catch all”, such as:

Annual Education and Training Conference
Training for Human Rights Committee Membership

Clarification of the Report Sections

Part 1. Employee Training: For the purpose of this report, training is considered a formal session with predetermined learning objectives and outcomes. It does not include staff meetings or consultation sessions.

Internal Training are those training events in response to identified needs that are planned and coordinated by your division, facility, or school. Examples are NCI, Basic Examiner Training, and Health Care Tech Curriculum.

- A training event organized and coordinated by a division, facility, or school where the instructor may be brought in to lead the class is considered internal training for the division's, facility's, or school's own employees.
 - CPR training organized by the division, facility, or school, but led by Red Cross Staff
 - Conference workshop organized by division, facility, or school, but led by a hired consultant
- Any training event a division, facility, or school provides for its own employee is considered internal training.

External Training are those training events that the division/facility/school has sponsored staff to attend, but are planned and coordinated by a provider other than your division, facility, or school. Examples are: courses at Personnel Development Center, such as Managing for Effective Performance, Public Manager Program, computer courses, and courses taught through the community college or university system (academic assistance), conferences, workshops, or seminars provided by private vendors.

- A training function sponsored by a division, facility, school, or an organization other than the employing division, facility, or school is considered external, for example:
 - CPR taken at community college or at the Red Cross
 - Computer courses, Managing for Effective Performance, Public Manager Program taken through Office of State Personnel (OSP)
 - Supervisory and management classes, such as HR Skills, Performance Management for Supervisors, and Results-Based Interactions, taken through Employee and Management Development (EMD)

Major Training Topics

Two or three most significant training events in each particular group are listed. Criteria to be considered would be purpose of training, hours spent in training, and number of participants trained. You make the assessment of what topics are the most significant and record the course titles of these topics in each group. If you like and/or are using this report as a tracking report for your division, facility, or school, you can include names of all of your training events.

Contact Hours

A contact hour is a unit of measurement to describe 60 minutes of an approved educational or instructive "organized" learning experience. Instructional hours do not include time involved in coffee breaks, meals, social activities, or business and committee meetings. See the [Continuing Education Unit \(CEU\) Award Process Policy](http://info.dhhs.state.nc.us/olm/manuals/dhs/pol-50/man/Pol3_EMD_CEU1.htm) (http://info.dhhs.state.nc.us/olm/manuals/dhs/pol-50/man/Pol3_EMD_CEU1.htm).

For key EMD classes:

Class	Contact Hours
HR Skills	10.0
Performance Management for Supervisors	10.0
Results-Based Interactions	16.0

Part 2. Collaborative Training: Those training events planned and organized by one division, facility, or school that is then considered the host, where some or all participants are from other divisions, facilities, or schools. The hosting division, facility, or school would record the collaborative event on its report and list participants from other divisions, facilities, or schools as “external participants” and participants from the hosting division, facility, or school as “internal”. The following examples are outlined on page 6:

- Murdoch Center offers a Stress Management class and four employees from Central Regional Hospital (CRH) attend:
Murdoch, as host, would record this training as collaborative on their report indicating the four participants from CRH. Murdoch would include its 16 participants in Part 1. Employee Training in the Internal column under Group 3: Client Related Services Program Training.*

* Note: The host division, facility, or school (in this case, Murdoch) internal participants are recorded in Part 1. Employee Training and the external participant (from CRH) is recorded in Part 2 as described above.

- The Division of Medical Assistance (DMA) is offering a Performance Management class. 3 participants are from DMA, 1 from Division of Social Services (DSS) and 2 from Division of Vocational Rehabilitation (DVR). Trainers from DSS and DVR help DMA lead some of the modules:
–As host, DMA would record this offering as collaborative and indicate the 3 participants (1 participant from DSS and 2 from DVR). Its report would also indicate the host division, facility, or school as well as the external participants’ divisions, facilities, and/or schools.
–DMA would include its 3 participants in Part 1. Employee Training in the Internal column under Group 1: Managerial/Supervisory Training.*

* Note: The host division, facility, or school (in this case, DMA) internal participants are recorded in Part 1. Employee Training and the external participants (from DSS and DVR) are recorded in Part 2 as described above.

Part 3. Student or Traineeship: Those training activities/opportunities provided by a division/facility/school for students to satisfy academic requirements. Students are defined as individuals enrolled in an academic credit bearing certificate or degree program from an outside educational institution. This would include student internships, practicums and or residencies. This does not include the NC State Government’s Intern Program (Youth Advocacy).

For this report:

- School Affiliation is the school that the student or trainee attends.
- Number of Days Affiliation is the days that the student or trainee performs an internship, practicum, residency, or takes advantage of a training opportunity offered by your division, facility, or school.

DHHS STAFF DEVELOPMENT TRAINING REPORT

Division/Facility/School Name
Dates of Training

Part 1. Employee Training

Group 1	Internal 1		External 2		Total 3	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Managerial Supervisory	28	6	72	5	100	11
Major Training Topics: Coaching Employees Effective Leadership Performance Management for Supervisors Results-Based Interactions HR Skills						
Group 2	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Health/Safety						
Major Training Topics:						
Group 3	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Client Related						
Major Training Topics:						
Group 4	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Support Services						
Major Training Topics:						
Group 5	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
General						
Major Training Topics						
Group 6	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Other						
Major Training Topics:						
FINAL TOTALS 5	Internal Training Hours	Internal Participants	External Training Hours	External Participants	Total Training	Total Participants

Step 5. Final Totals

See example listed in Clarification of report sections

Step 1. Internal Training

For internal training—courses planned and coordinated by *your* division, facility, or school.

1. On a separate sheet of paper, list the courses taken for each group, the number of contact hours and the number of participants for each course.
2. For Group 1, multiply the contact hours per course by the number of participants per course to determine training hours.
3. Add the training hours for all the Group courses.
4. Record the Training Hours and Participants on form under Internal.
5. Repeat for Groups 2-6.

Step 2. External Training

For external training—courses sponsored, but delivered by another division, facility, or school, vendor or contractor.

1. On a separate sheet of paper, list the courses taken for each group, the number of contact hours and the number of participants for each course.
2. For Group 1, multiply the contact hours per course by the number of participants per course to determine training hours.
3. Add the training hours for all the Group courses.
4. Record the Training Hours and Participants on form under External.
5. Repeat for Groups 2-6.

Step 3. Total Training

For Group 1:

1. Add the number of internal training hours and the number of external training hours.
2. Add the number of internal participants and the number external participants.
3. Record the Total Training Hours and Total Participants on form under Total.
4. Repeat for Groups 2-6.

Step 4. Major Topics

For Group 1:

1. List two to three major topics—the name of the courses. Or if you want to use this as a training tracking report for your division, facility, or school, include the names of all of your training courses.

Division/Facility/School Name

Dates of Training

Part 2. Collaborative Training

Group	Course Title	Contact Hours	External Participants	Host Div/Fac/Sch	Other participating Div/Fac/Sch
3	Stress Management	4	4	Murdoch	CRH
1	Performance Management	10	3	DMA	DSS DVR

Part 3. Students or Traineeship

Type of Student	School Affiliation	Number of Days Affiliation
Medical student	ECU School of Medicine	60
MSW	UNC School of Social Work	45
CNA	Catawba High School	40
RN	Lenoir Community College	20

http://www.ncdhhs.gov/humanresources/forms/development/EM311-StaffDev_report.pdf

DHHS STAFF DEVELOPMENT TRAINING REPORT

Division/Facility/School Name

Dates of Training

Part 1. Employee Training

Group 1	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Managerial Supervisory						
Major Training Topics:						
Group 2	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Health/Safety						
Major Training Topics:						
Group 3	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Client Related						
Major Training Topics:						
Group 4	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Support Services						
Major Training Topics:						
Group 5	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
General						
Major Training Topics:						
Group 6	Internal		External		Total	
	Training hours	Participants	Training hours	Participants	Training hours	Participants
Other						
Major Training Topics:						
Final Totals						

