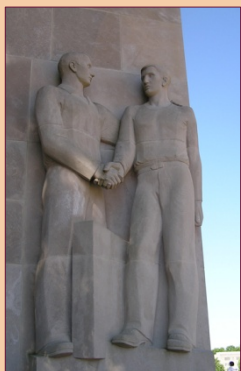


May 11, 2009

## What's on deck?

- LEPDN: Outstanding Performance in Labs Award nominations open **May 14**
- APDP nominations open **June 1**
- Executive Development Institute nomination deadline **June 30**

Find more information and registration details for these or any of our programs on our website at [www.uopd.vt.edu](http://www.uopd.vt.edu).



### University Organizational and Professional Development

 Southgate Center  
(0538)

 Phone:  
540/231-5100

 Fax:  
540/231-6479

 Website:  
[www.uopd.vt.edu](http://www.uopd.vt.edu)

## University Organizational and Professional Development departments merge

We are pleased to announce that University Organizational Development and University Professional Development have merged to become *University Organizational and Professional Development (UOPD)*. This change became effective on April 1. The new unit is under the direction of Mekeisha Williams. UOPD will now provide succession planning, executive development, professional development and consulting services under one umbrella and support the full range of employee and organizational development needs in one directorate. Please visit our new website at [www.uopd.vt.edu](http://www.uopd.vt.edu).

"Virginia Tech's commitment to organizational and professional development has never been greater...Keisha and her team will build on our great professional development offerings and develop new opportunities for our employees to improve their skills."

(Hal Irvin, Associate Vice President for Human Resources)

### Welcome from Director

In a fast paced continuously evolving environment, professional development is essential to the success of our employees. In these times employers are challenged with the task of ensuring that their employees continue to grow and develop to keep up with increased job demands. Our department is here to provide those development opportunities at an affordable cost to the campus community. I encourage you to take a look at our offerings and begin mapping your course for the new year.



UOPD members left to right:  
Dawn Camacho, Terri Tishman, Amy Hogan, Mekeisha Williams

### Begin Charting your Course Now!

Now that Organizational and Professional Development are under one roof, how can you benefit from this merge? Below is a general overview of our services. Please visit our website at [www.uopd.vt.edu](http://www.uopd.vt.edu) for more details.

Program Description	Target Audience
Staff Development	Classified and university staff in pay bands 1 through 4
Management Development	Classified and university staff who have supervisory responsibilities
Faculty Development	All faculty and staff in pay bands 5 and above
Leadership Development	All faculty and staff in pay bands 5 and above who lead projects, teams, or individuals
Consulting Services	Colleges, departments, work groups and/or teams in instructional, research, outreach, or administrative areas
Executive Development Institute	Assistant/Associate Directors, Directors, Assistant/Associate Vice Presidents, Assistant/Associate Department Chairs, Department Chairs and Assistant/Associate Deans



### What people are saying about UOPD

*"...the [LEPDN] experiences have expanded my knowledge about the Virginia Tech community and helped me improve my laboratory skills..."*

*Katrina Lasley  
Laboratory Specialist,  
Biological Sciences*



### Pop Quiz!

*What percent of the time do dissatisfied customers actually make their complaint known to the organization?*

**Email your responses to [kmobley@vt.edu](mailto:kmobley@vt.edu).** The first to respond with the correct answer will receive a free seat in a Fall 2009 Customer Service workshop of the winner's choice!

## UOPD Leads the Way:

### Spotlight on survey project with Dr. Walters and the Office of Research

This past year, the Office of Research commissioned Human Resources to perform two key surveys. The first was focused internally on the Workforce Climate within the Office of Research and the second was focused on our primary customers, the faculty at Virginia Tech, and various aspects of Customer Service. Amy Hogan, Assistant Director of Organizational Development within University Organizational and Professional Development worked diligently with our staff to develop the components and specific questions that comprised the surveys. Amy then conducted, analyzed and prepared detailed reports along with key recommendations for action items based on the survey responses and effectively reported back to management. As a result of her fine work, the Office of Research has now established four working groups: Electronic initiatives, Communications, Process Improvement, and Research Recognition. Moreover, Amy has remained committed to supporting the working groups that have been tasked to examine specific items and come up with recommendations for improvement and change in each of these domains. Her professionalism and enthusiasm continues to assist us in moving this important project forward.



**Robert Walters,  
Vice President for Research**

Bob Walters  
Vice President for Research

For more information on the types of services offered through UOPD, visit our website at: [http://www.uopd.vt.edu/uod\\_vt.edu/consulting/index.html](http://www.uopd.vt.edu/uod_vt.edu/consulting/index.html)

## Organizational and Professional Development in the news: Maximizing the benefits of training during hard times

As the global economic recession continues to force many organizations to freeze pay increase practices, organizations must examine alternative sources of compensation for their employees. One such source is the provision of training and development opportunities. While training and development opportunities are often ignored as part of a total benefits package, research indicates that employees view training and development as an important part of their compensation. A recent survey of 4,500 private sector employees showed that 92% of respondents indicated that ongoing learning and development was important to them and more than 75% indicated that they would like to have

more development opportunities at work and believe they have yet to achieve their full potential in the workplace<sup>1</sup>.

Given the relatively low cost of supporting training opportunities compared to initiating pay increases, training and development represents a cost effective way to reward employees, especially in the wake of numerous budget cuts that have impacted many departments at Virginia Tech.

<sup>1</sup> Results from HE@Work's annual Employee Training Index, 2009