“DELIVERING A QUALITY PROFESSIONAL DEVELOPMENT PROGRAM ON A BUDGET”

Outline of Main Points of Presentation

- The Human Resources Staff Development and Training Program is a targeted and comprehensive effort to meet the professional development needs of faculty and staff.

- It enables the College to “grow our own talent” and has a tremendous impact in motivation and retention of the workforce.

- Aligned with the College’s Strategic plan and building on the targeted goals of “Enhancing Financial and Management Effectiveness”.

- Focused on three main areas of learning:
  - Leadership Development
  - Managerial/Supervisory Skills
  - Customer Service Skills

- The professional development program was further expanded to include:
  - Comprehensive Orientation Series for faculty and staff
  - Academic Chairperson Retreat
  - Monthly Informational Workshops for entire campus
• The highlight of this program was the “Leadership Development Program,” a yearlong intensive workshop series for a select group of employees.

• The goal of this program was to provide comprehensive leadership development skills, knowledge and abilities to senior level faculty and administrators.

• Each participant in the program was required to undertake a specific project, which would not only benefit their individual department but also serve as a resource to the College community.

• The program was produced with a budget of less than $30,000.

• A total of 473 employees (approximately 60% of the full-time workforce) attended the workshops.

• The comparable cost for this type of professional development effort for outside training would have exceeded $90,000 including travel, meals and registration.

We are proud to say that the Human Resources Staff Development and Training Program is the recipient of the 2005 City University of New York Senior Vice Chancellor’s Productivity Award for Professional Development for The City University of New York.

Raymond J. Carozza, MA, MPA, is currently Executive Director of Human Resources for LaGuardia Community College of The City University of New York.

Nila Sen, MA, MS, is the Professional Development and Learning Consultant, for LaGuardia Community College, City University of New York.

For additional information contact:

Raymond J. Carozza, Executive Director, Department of Human Resources LaGuardia Community College, CUNY 31-10 Thomson Avenue Long Island City, NY 11101 718 - 482 - 5080 rcarozza@lagcc.cuny.edu www.lagcc.cuny.edu/humanresources