DESIGNING A TRAINING PROGRAM AT RU SON

RLA FELLOW: Reuel Mebuin; PhD. Grants & Contracts Specialist, ORSP
PROJECT SPONSOR: Kyle Warren; PhD. Senior Vice Dean. Rutgers' SON

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Abstract:

Queen Elizabeth is quoted as saying; "It's all to do with the training: you can do a lot if you're properly trained." The objective of this project is to implement a training program in the School of Nursing (Newark, New Brunswick and Blackwood, New Jersey). Human capital and the set of skills they display play a critical role in the success and the future of organization (Al-Mzary et al; 2015)
The School of Nursing has identified opportunities in its training programs. Given the multi-campus nature of the School of Nursing and emanating from the merger of Rutgers University and the former UMDNJ, there are situations which lend themselves to non-standardization of work implementation across the school. Studies have concluded that how employees are trained could have an impact on their performance and even job satisfaction (Iqbal et al; 2014). Accordingly, the goal of this project is to create an advanced training program which culminates in a certificate issued by the School.

GOALS:

- To boost employee morale, loyalty, and employee retention
- To provide an opportunity for both formal and informal interactions among employees
- To increase the level of consistency of performance and service in the school where possible

Objectives:

- Employees will improve their personal performance related to technical systems utilized within the School of Nursing (SON)
- Administrative departments will better align with the school's overall mission as measured through assessment related to the strategic plan.
- Increased familiarity with processes outside of one's department

Resources:

- Training space   Personnel
- Laptop & projector   Finances

Areas of Training:

- Policies and procedures (Administrative)
- Customer service
- Use of technology for implementations
- Data driven decision making

Primary Stakeholders:

- SON's Human Resources
- Rutgers Leadership Academy (RLA)
- Research Financial Services
- Rutgers' ORSP Training Department

Effectiveness Measures:

- A brief pre and post assessment will be administered to measure a boost in employee morale.
- Use of focus group after the program's 1 year anniversary to evaluate departmental outcomes
- Use of trainer's feedback and/ or observation to measure success
- We will utilize results of the currently administered student engagement and satisfaction survey to determine changes in the quality of student experiences.

Proposed Timeline:

- Presentation of Project July 1st
- Data Collection & Analysis July 5th through July 30th
- Putting together training resources. August 15th

Current Status/Future Directions:

- This project is at the end of the design phase. The design will be finalized by May 15th, 2023.
- Preliminary feedback from the school is positive with excitement for the execution of the training program.
- We envision to fully implement this project in the Fall of 2023, followed by post implementation monitoring.