EXCEL:
Excellence in Continued Enrichment and Learning
A Staff Training and Development Program

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UAB SOD 2010

- Low Morale
- Change in Leadership
- Decreased State Appropriations
- New Strategic Plan
UAB 2010 Culture Survey
Strategic Plan

Culture
- branding . culture assessment . engage students & staff . training and development
- communication . digital signage . master slides

Organizational Structure and Effectiveness
- structure, process, quality analysis
- create and communicate SOPs

Patient Experience
- patient satisfaction survey . Investigate/implement best practices . continuous process improvement/innovation
Training & Development

• Created a Training & Development Team
  ➢ Faculty & Staff
  ➢ Clinical & Administrative
  ➢ Named our program – Excellence in Continued Enrichment and Learning (EXCEL)
  ➢ Defined our mission – to create a culture where faculty and staff can succeed by developing programs relevant to their needs
Strongly supports professional and career development and has six areas of focus

CLINICAL
- Liu

PEDAGOGY/TEACHING
- Tilashalski

RESEARCH/SCHOLARSHIP
- MacDougall

INFORMATION TECHNOLOGY
- Robinson

DIVERSITY/CULTURAL COMPETENCE
- Coar

PERSONAL/PROFESSIONAL DEVELOPMENT
- Hattaway
### SOD EXCEL – Excellence through Continued Enrichment & Learning

**Date**

**Location**

<table>
<thead>
<tr>
<th>Clinical</th>
<th>Research/Scholarship</th>
<th>Diversity/Cultural Competence</th>
<th>Pedagogy</th>
<th>Other/Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT</td>
<td>Strategic Planning</td>
<td>Personal/Professional Development</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Track A</th>
<th>Track B</th>
<th>Track C</th>
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<tbody>
<tr>
<td>8:15-8:30</td>
<td></td>
<td>CHECK-IN</td>
<td></td>
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<tr>
<td>8:30-10:10</td>
<td></td>
<td>BREAK</td>
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<tr>
<td>10:30-11:45</td>
<td></td>
<td>LUNCH</td>
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<td>11:45-1:00</td>
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<tr>
<td>1:00-1:15</td>
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<td>1:15-2:15</td>
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<td>BREAK</td>
</tr>
<tr>
<td>2:35-3:35</td>
<td></td>
<td></td>
<td>BREAK</td>
</tr>
<tr>
<td>3:35-4:30</td>
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</table>
Program Planning

• Generally 3.5 training days per year
• Modeled as a mini symposium
  ➢ Business operations suspended
  ➢ Often held in an off-site location
  ➢ Multiple programs take place simultaneously
  ➢ Venue includes a variety of topics
  ➢ Guest speakers
  ➢ Lunch and snack breaks
  ➢ Networking
Program Types

• Announcements/Information/School Updates
• Training Events
  – Required training: regulatory compliance, campus compliance, CE credit
  – Personal/professional development: work/life balance
  – School policies, procedures and instructional training
Training Programs

- Clinical

- Pedagogy
  - FERPA. Community Dentistry and Outreach. Team-Based Learning

- Information Technology
  - Electronic Patient Record. SharePoint. Microsoft Office.
• Diversity/Cultural Competence
  • Disability Support Services. Sexual Harassment.

• Research/Scholarship

• Personal Development
Special Programming

- Strategic Planning
- EDR
- CODA
- Community Outreach
Formats and Delivery

• Conference-style
  – Choose from tracks with various presenters

• Role-based
  – Faculty vs Clinical Staff vs Administrative Staff
  – Research
Faculty and Staff Education & Training Seminar

Evaluation Form

Please take a few minutes of your time to complete this evaluation. We appreciate your participation in this course and hope you will continue to let us provide you with the latest developments and current concepts in dentistry. Please place a check mark in the column that best reflects the extent of your agreement with each statement. You need not indicate your name. Thank you.

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The presentation was clear and to the point</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The difficulty level of the presentation was appropriate</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>The presenter seemed to have a mastery of the topic</td>
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</tr>
<tr>
<td>The presenter was responsive to participants</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>The course was relevant to my work</td>
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<td></td>
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<tr>
<td>The content increased my knowledge of the topic</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>My learning objectives for the course were met</td>
<td></td>
<td></td>
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<tr>
<td>The site of the course was desirable</td>
<td></td>
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<tr>
<td>Registration for the course was convenient</td>
<td></td>
<td></td>
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<tr>
<td>The course was well administered</td>
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</tbody>
</table>

COURSE NAME: ___________________________________ DATE: ____________________

COMMENTS: ____________________________________________________________

____________________________________________________________________

____________________________________________________________________

Faculty _____  Staff _____

Course suggestions for future seminars:

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________
Rewards and Challenges

• Pros
  ✓ Engages all employees at all levels
  ✓ Networking
  ✓ CODA
  ✓ Better equipped to do their job
  ✓ Gives us an opportunity to show off some of the great work we do
  ✓ ADEA CCI Principle
Rewards and Challenges

• Cons
  o We get derailed
    ✓ Accreditation
    ✓ Electronic Dental Record
  o Expensive
    ✓ Loss of clinic productivity during training periods
    ✓ Venue is costly
  o Programming
    ✓ Diverse audience
    ✓ Campus resources
    ✓ Timing
  o Attendance
    ✓ Not all clinics close
    ✓ Some treat it as a day off
    ✓ No penalty for not attending
Costs

• Expensive
  o Indirect Cost
    ✓ Clinic Income
    ✓ Productivity
  o Direct Cost
    ✓ Space
    ✓ Food
    ✓ Speakers
    ✓ Gifts/Enticements
## Attendance

<table>
<thead>
<tr>
<th>Year</th>
<th>Number Expected</th>
<th>Average Number Attended</th>
<th>Average Number Excused</th>
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<tbody>
<tr>
<td>2011</td>
<td>223</td>
<td>158</td>
<td>0</td>
</tr>
<tr>
<td>2012</td>
<td>220</td>
<td>172</td>
<td>2</td>
</tr>
<tr>
<td>2013</td>
<td>220</td>
<td>168</td>
<td>3</td>
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<tr>
<td>2014</td>
<td>216</td>
<td>176</td>
<td>3</td>
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</tbody>
</table>

### Issues:

- Incentives to get people to come
- No real repercussions if missed
  
  Absentee list sent to Chairs
- Attrition during full day program
- Tardiness during all programs
AM - 168 attending
• Strategic Planning

PM - 142 attending
• Dental Jeopardy
• Recent history of faculty and staff awards and recognition from UAB
• Fire and Safety
• AIDET
## Level of Satisfaction with Sessions

<table>
<thead>
<tr>
<th>Activity</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>Strategic Planning</td>
<td>44</td>
<td>35</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Faculty and Staff Recognition</td>
<td>38</td>
<td>36</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Dental Jeopardy Game</td>
<td>47</td>
<td>28</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Fire and Safety</td>
<td>25</td>
<td>43</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>AIDET</td>
<td>25</td>
<td>38</td>
<td>7</td>
<td>0</td>
</tr>
</tbody>
</table>
Program Length

- Too long: 17.1%
- Just about right: 80.5%
- Too short: 2.4%
Venue and Food
91.7% Very Satisfied or Satisfied
Attendance and Overall Rating

- 72.6% attended entire session
- 17.9 attended “most” of the session
- 9.5% attended morning only
- 81.7% rated it “excellent” or “very good” compared to other programs
- 18.3 rated it “average” compared to other programs
- No one rated it “Poor”
Comments

Most positive: Best day yet... looking forward to more (several)
Most negative: Never any fun. I have better things to do

General Observations from Survey
Most responses favorable
Need to involve staff more in strategic planning
Need to provide positive reinforcement for attendance (we like prizes, gifts, and food)
SOD 2012 Culture Survey Compared to 2010

Culture Survey

A 21% gain in overall job satisfaction
Opportunities for Improvement

• Expand program
  ✓ Programs more closely related to job
  ✓ Tie attendance to performance evaluation
  ✓ Rotate committee membership
  ✓ No Friday programs!!
Thank You

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