

# Engaging Employees through Innovative Learning Strategies

Lorraine Denny & Deb Tetley  
Professional & Organisational  
Development Services



**Our  
Challenge**

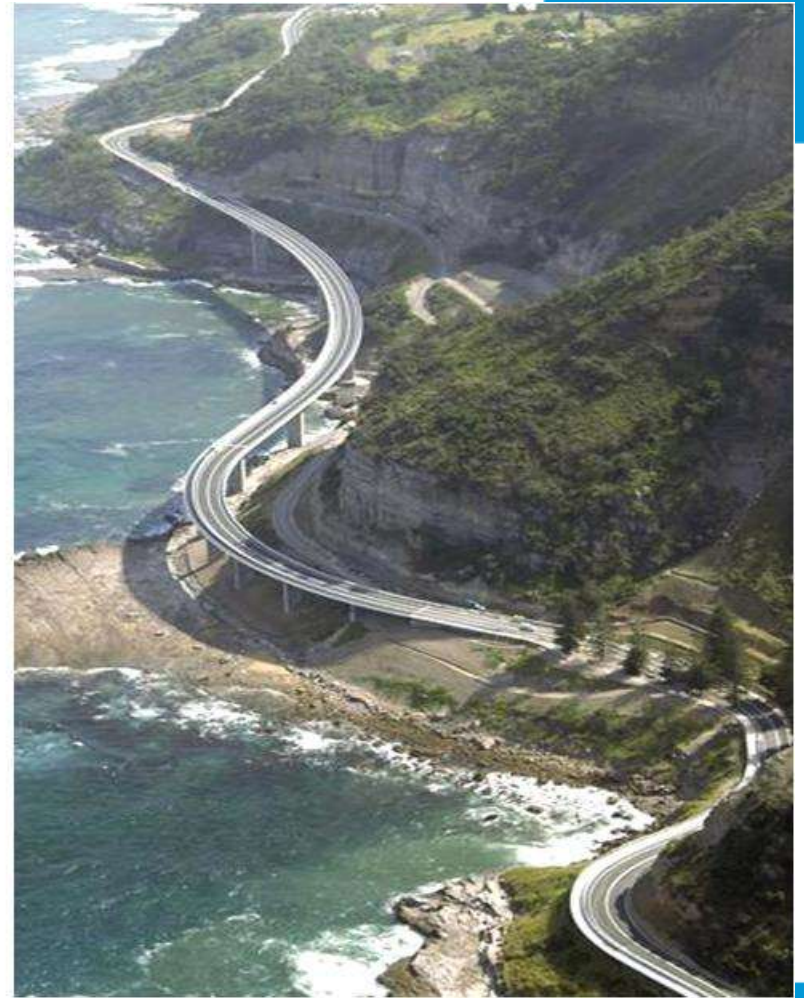


**Our story  
& journey  
so far...**

UNIVERSITY OF  
WOLLONGONG



getting there....





*... work*

.....and work







# How is professional development viewed at UOW?

- Strong executive support
- Open to new ideas and strategies
- Increase in requests for tailored consultancies

	2010 % Fav	Uni % Fav Bench
There is a commitment to ongoing training and development of staff	78%	56%
The training and development I've received has improved my performance	73%	58%

# What are the Challenges you face?

- Let's take some time to see how similar, or different our workplaces really are.



# PODS Vision

To strengthen individual, team and organisational **CAPACITY** to meet strategic and operational goals by:

- providing an **integrated**, **sustainable** and dynamic professional & organisational development framework that contributes to attracting, engaging, developing and retaining excellent staff
- **partnering** with internal and external providers to build staff capability and deliver innovative and **best practice** programs and development initiatives
- assisting and recognising staff to **realise their potential** in fulfilling and rewarding careers.



# Approach to Learning

- **Flexibility & Sustainability**
- **Tailored & relevant**
- **Reinforcement**



# Programs vs Workshops

- Blended learning - Workshops, coaching, forums,
- Deepen the learning
- Consultancy – shorter sessions over extended period
- Newsletter follow-up

# Internal Business Coaching Program





- *These coaching sessions gave me to opportunity to find my own solutions and also learn more about myself and re-evaluate some of my values along the way and formulate more constructive values and methodologies.*
- *I had never experienced coaching before and found this very beneficial. I was able to work on a couple of very specific problems to get solutions but also able to work through what those specific problems were telling me and how to avoid them again in future.*
- *Amongst other things it really made me focus on me, my behaviour and actions. It was at a time when I really needed some advice, so very timely.*

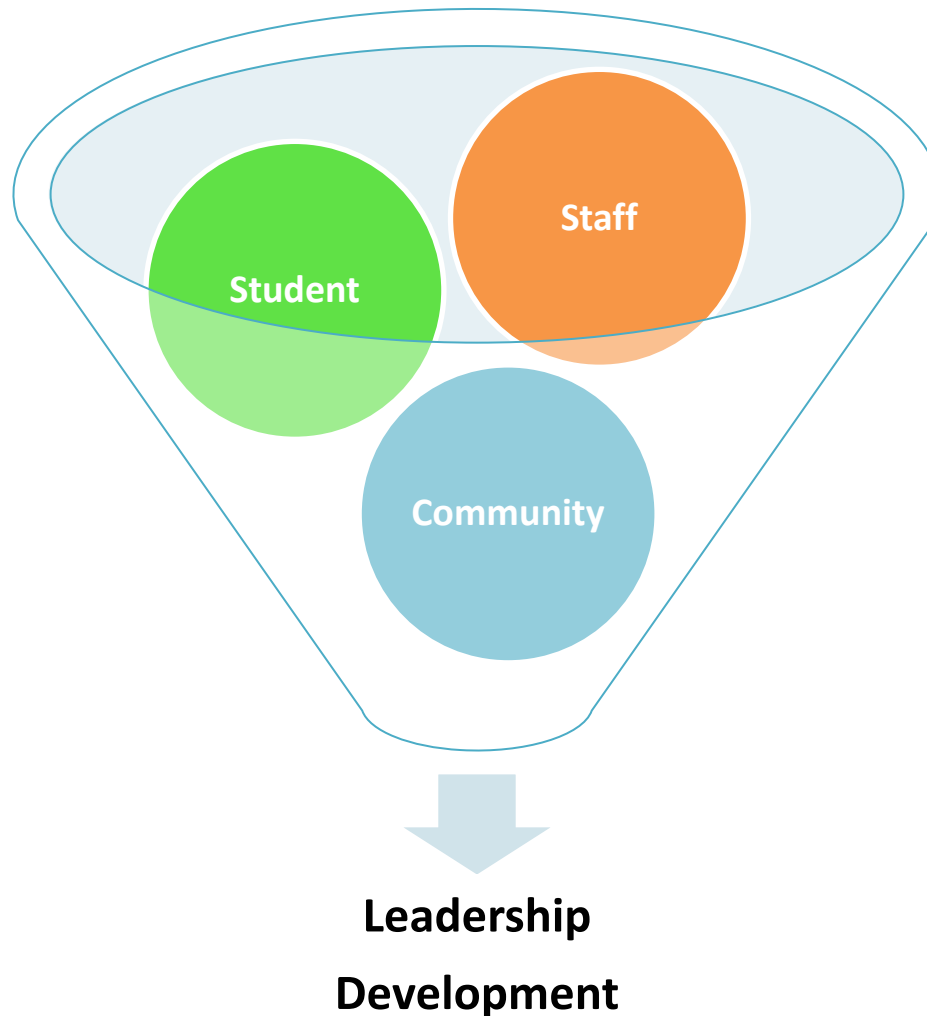
# Coaching Triangles

“The Coaching Triangle has allowed me to maintain momentum after the completion of the program. The benefits of the triangle have been far reaching from being able to discuss complex managerial problems to the simple benefit of being introduced to a key internal contact.”

~ Rob Sim



# Impact@UOW – leadership in action





# IMPACT@UOW



UNIVERSITY OF  
WOLLONGONG



# Mentoring Programs

03 Mentoring Program for New Staff

## Mentee Aha



What should we expect from our relationship?

professional and organisational development services

### Change Your Mind!

"The man who never alters his opinion is like standing water, and breeds reptiles of the mind."

William James

This month's newsletter is about the value that relationships can give us in helping us gain new perspectives, and the benefits your relationship with your mentor!

"You'll be the same person in five years time as you are now, except for the people you meet and the books you read." So said Charles 'Dremelious' Jones.

The inspiration, the ideas and the influence that come from people and books dance with what is already in your mind. This dynamic interaction is what makes you unique. And it is what allows you to grow and change.

I had a wonderful evening of conversation with a dear friend recently. We have disagreed since we began. In fact I find myself able to agree my value propositions, hear his reasoning and enjoy the process. It's not an argument; neither does our heart overreact. Instead, it's pleasant to disagree as we see for what they are, better based on knowledge and experience, not just 'I think and so...

due to, or lack our thinking expands. We each have two sides to take into account a lot, decisions are made but we do not have to change our personal convictions to remain friends and so this is how because we're strongly rooted our thoughts and feelings. We each go away and reflect on it as we do so, perhaps our opinions will change, perhaps not but our minds have been expanded and will never be the same again.

Conversations, where people express strongly held views that differ from your own can be uncomfortable. Discomfort is not allowing their differences, dissent and disagreement to cause us to make us smarter. The trick is to have a dialogue where emotion does not get in the way, where each really listens to the other with respect and respect. This is not a game of 'agreeing to disagree'. This is a conversation where agreement is irrelevant, where a point of view is not necessary and opinions do not have to match. Therefore no one has to 'win' or 'lose'!

University of Wollongong

03 Mentoring Program for New Staff

## Mentoring Tips



professional and organisational development services

### Create Synergy Through Mentoring

We are just about at the half way point of your mentoring journey in this program. You've been through the starting phase and should now be in the testing phase. You've gotten to know each other - moved out the logistics. Keep your eye out for the... that your mentor has been looking forward to. Are you there yet? If you are wondering about what you can do differently, to change your mentoring sessions from "okay" to "fabulous", please call Louise Denis (x6946).

Starts	Builds	Ends
<ul style="list-style-type: none"> <li>Initial contact</li> <li>Building rapport</li> <li>Defining the scope</li> <li>Setting goals</li> <li>Negotiating agreement and commitment</li> </ul>	<ul style="list-style-type: none"> <li>Developing the relationship</li> <li>Continuous process of goal setting, action planning, implementing and action</li> <li>Decision-making</li> <li>Problem-solving</li> <li>Development and growth of both parties</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation of process</li> <li>Re-evaluation of commitment</li> <li>Closure and celebration</li> <li>Reaffirmation of the relationship</li> </ul>

**Starting:** During the initial contact and exploration you get to know each other. This is a time to define the mentoring relationship, clarify expectations and set goals. The mentor may ask if the mentee for mentoring is the phase or be quite specific about what their needs are. Support building is the key element. Partners can develop rapport, find common interests and recognise and value their differences.

**Building:** As the relationship evolves, the partners may become more comfortable with one another. They focus on the goals and topics that they have agreed upon. Ideally, a kind of synergy develops that allows the partners to produce exciting results. Trust and confidence may develop.

**Ending:** The mentoring has achieved its objectives and partners can move into a collegial relationship or friendship as they go on their way. An acknowledgment of the conclusion of the mentoring relationship, such as a certificate or thank you letter, is useful.

What do you think mentoring tips is about?

University of Wollongong

HOME MY MESSAGES MY WORKPLACE MY CAMPUS MY IT

## PROFESSIONAL & ORGANISATIONAL DEVELOPMENT SERVICES (PODS)

### Resources

Mentoring Tips	Mentoring Videos & Podcasts
Tips from mentoring program participants	Templates and Other Resources

Last reviewed: 23 May, 2022

UNIVERSITY OF  
WOLLONGONG



# Online Development Solutions

- As needed
- Effective?
- Staged approach





# Induction

Privacy for Casual Academics (00:04 / 00:25) | PRIVACY FOR CASUAL ACADEMICS | ATTACHMENTS

UNIVERSITY OF WOLLONGONG

Outline Thumbnails Notes Search


3. Personal Information

## Personal Information

- Examples of Personal Information
- Less obvious examples
- It's about the whole person
- Don't forget health information

What is personal information?

It is information or an opinion about a person whose identity is obvious or can be figured out from the information or opinion.



articulate POWERED PRESENTATION

SLIDE 1 OF 1 | PLAYING | 00:04 / 00:25

# Optimism e course

From PODS at UOW



[Home](#)

[Benefits of an Optimistic Style](#)

[Blog user guides](#)

## Welcome to the Power of Optimism e-course

Posted on [May 14, 2012](#)

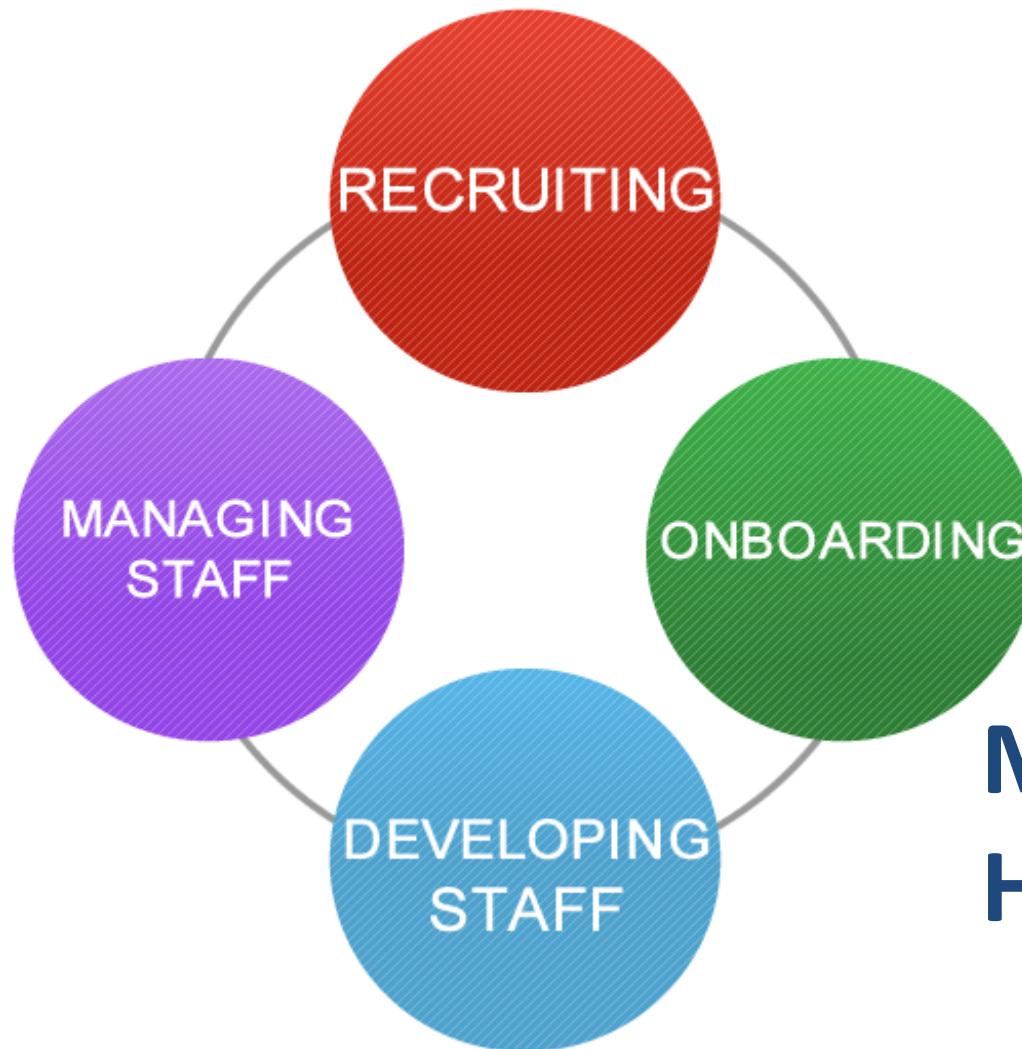
Welcome to the *Power of Optimism* e-course. This is the first of PODS e-courses, so we welcome your input and feedback.

My name is Lorraine Denny and I am your facilitator for this program, if you have any questions at any time, please do not hesitate in contacting me – [ldenny@uow.edu.au](mailto:ldenny@uow.edu.au)

*I want to thank you for helping me learn skills to support me in this latest challenge and to everyone for openly sharing within this blog as it has helped me to reflect on my own behaviour and choices.*

UNIVERSITY OF  
WOLLONGONG





# Managers HR toolkit



# RECRUITING

One of the most important tasks a manager will undertake is recruiting new staff. Sourcing, assessing and appointing the best available people is critical to the future success of the University. This section covers the recruiting process from reviewing or establishing the role through to the job offer process.

Reviewing/  
Establishing the  
Role >>

Attracting &  
Selecting the Right  
Person >>

The Job Offer  
Process >>

Last reviewed: 22 September, 2011



## RECRUITING

### TRAINING

- Staff Selection Techniques - Academic Staff
- Staff Selection Techniques - General Staff

### FORMS

- Request to Fill Vacancy - Competitive Recruitment (General Staff)
- Request to Fill Vacancy - Competitive Recruitment (Academic Staff)
- Request to Fill Vacancy - Direct Appointment (General Staff)
- Request to Fill Vacancy - Direct Appointment (Academic Staff)
- Reference Report - Academic Staff
- Reference Report - General Staff
- Final Selection Report
- Declaration of Interest
- Interview Instructions
- Request to Invite a Visiting/Honorary Fellow
- Request to Establish a General Staff Secondment

### CONTACTS

- Recruitment Unit



## Lessons learnt

- Time to develop – quality vs quantity
- Pilot before release
- Marketing – persistence
- Enhanced evaluation

# Where to for us?



- Embedding e-learning into the workplace
- Exploring other social media platforms
- Managers buy-in, support and follow-up
- Continue to develop program concept further
- Build Development Portfolios for specific skills
- Learning solutions across the realigned organisation

# Where to for you?

