

CPTP NEEDS ASSESSMENT

Department of State Civil Service
Workforce Development Division

March 6, 2012



Why a Needs Assessment?

- Updated 2009
- A changing workforce – new generations, unique problems and issues, new management challenges
- Provides ability to focus on the skills gaps and challenges and meet agency needs
- Identifies the barriers to peak performance; allows us to remove those barriers with cutting edge training initiatives designed specifically for state supervisors
- Develop a competency model that can be used for future years to come – Can be broken down by agency as well

Participation

- All classified supervisors in supervisory groups 1, 2, and 3

Total Supervisors by Supervisory Group

Supervisory Group	Total People	Percentage
Supervisory Group 1	7645	77%
Supervisory Group 2	1897	19%
Supervisory Group 3	404	4%
TOTAL	9946	

Phase 1: Survey

- CPTP will administer an online survey to all supervisors
- Specialized links using e-mail information from LSO
- General links for supervisors without e-mail access
- Paper surveys available by request for special cases
- 400 responses provides 95% accuracy

Sample Competencies

Oral Communication

Written Communication

Business Acumen

Strategic Planning

Process Management

Approachability

Interpersonal Savvy

Comfort with Confrontation

Comfort Around Upper Management

Personal Learning

Action Oriented

Care

Compassion

Patience

Fairness

Integrity

Trustworthiness

Composure

Creativity

Ethics and Values

Phase 1: Survey

CPTP Needs Assessment Survey Dates

Start Date	March 12, 2012
End Date	March 30, 2012

Phase 2: Focus Groups

- 400 randomly selected classified supervisors
- 95% accuracy

Sample Group by Supervisory Group

Supervisory Group	Number of Participants	Percentage
1	321	80%
2	69	17%
3	10	2.5%
TOTAL	400	

Phase 2: Focus Groups

- Participants dispersed by location and agency
- Focus Groups held in various locations

Class Location	Participants
Baton Rouge	171
Shreveport	46
Lafayette	45
Hammond	37
Alexandria	36
New Orleans	35
Monroe	30
TOTAL	400

Purpose of the Focus Groups

- Analyze the data results from the survey
- Drill down to the most important competencies needed to function as a state supervisor
- Clarify the competencies by asking specific questions to determine what skills gaps exist for each competency identified in the data
- Determine a better picture of weaknesses, strengths, needs and skills gaps amongst state supervisors

Communication Plans

- ✓ Letter to Agency Heads outlining plans and requesting participation and encouragement
- ✓ Letter to HR and Training Coordinators outlining plans
- ✓ Training Coordinators testing needs assessment survey
- ✓ Webinar outlining the Needs Assessment process
- Letter and email to Agency IT departments outlining technology needs for surveys

Communication Plans

- Letter and email to HR outlining agency focus group participants
- Letter and email to Supervisors asking for participation in the focus groups

Your Thoughts?

