



**LOUISIANA DEPARTMENT OF STATE**  
**CIVIL SERVICE**

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**GENERAL CIRCULAR NUMBER 2012-005**

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**DATE:**       **March 2, 2012**

**TO:**           **Heads of State Agencies and Human Resources Directors**

**SUBJECT:**   **CPTP Needs Assessment Survey**

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The Comprehensive Public Training Program staff is currently in the beginning phases of conducting a statewide needs assessment to determine a new competency set that will be used to design future instructor-led curriculum and online training courses for state supervisors. The results of this needs assessment will enable us to help state supervisors develop the skills they need most to meet the challenges facing their agencies.

Civil Service believes it is in our benefit to conduct this assessment internally, using our existing training staff, in order to collect this valuable information first hand for the team to use as an analysis tool. Here is what you can expect to occur during the needs assessment process:

**Phase One: Survey**

The first phase of this process will be a survey. ALL state supervisors will receive a survey link, via email, requesting their feedback on important competencies associated with their existing positions. Supervisors are encouraged to participate, and complete this survey. The data collected through this survey is crucial to the constant evolution of new training initiatives for state supervisors. Your feedback will enable us to focus on the skills necessary to give state supervisors the tools they need most to be successful.

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Supervisors can expect this survey to be in their e-mail inboxes on **Monday, March 12, 2012**. Survey links are specific for each recipient, and should not be shared. Supervisors will have two weeks to complete the survey. Reminders will be sent throughout the survey period to encourage supervisors to participate. The survey will close at the end of the business day on **Friday, March 30, 2012**.

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**CPTP Needs Assessment Survey Timeline**

Survey Begins	03/12/2012
Survey Ends	03/30/2012

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For supervisors without e-mail addresses, CPTP will provide agency HR staff and CPTP Training Coordinators with generic web links that can be used on a kiosk or other available computer. We can also provide paper surveys, by special request, if there are no other means for completing the survey online.

**Phase Two: Focus Groups**

The second phase of this process will take a random sample of the supervisor population, and conduct a series of focus groups facilitated by CPTP staff. CPTP staff will travel across the state to conduct small focus groups to determine the MOST critical competencies needed for state supervisors to successfully fulfill their duties, and effectively manage their teams.

Supervisors for the focus groups will be chosen at random, and contacted by CPTP staff to request their cooperation. HR staff and CPTP Training Coordinators will be notified of agency participants selected by CPTP's random selection process. Our goal is to have a *completely random* sample of supervisors. The groups will be comprised of all levels of supervisors, from different agencies, each participant having no affiliation with another. We encourage agency HR departments and supervisors to participate in these critical meetings.

Once all phases of needs assessment research has been completed, CPTP staff will evaluate the data and report findings. The findings will be used to transform CPTP Supervisory Training to ensure minimum training requirements provide state supervisors with the learning opportunities needed to face current challenges in state government.

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If you have questions or would like more information about the CPTP Needs Assessment process, please contact Gwen Parker at (225) 219-4263 or Amanda Newfield at (225) 342-8545.

Sincerely,

s/Shannon S. Temple  
Director