

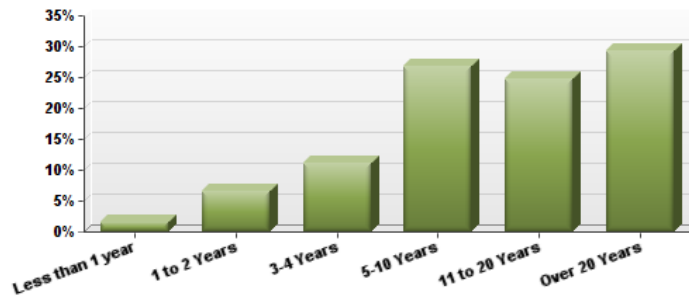
BGSU Supervisor Development Needs Survey: Executive Summary

This survey was distributed on October 15 to **349 individuals designated as Supervisors** in PeopleSoft Human Capital Management (HCM). The deadline for the Survey was 11:59 p.m. on October 31.

Out of the 349 surveys that were distributed, **202 surveys were started (58%)**. Out of the **ones started, 67% were completed**. Please note that even if the survey was not fully completed, partial responses were recorded within one week after the survey was accessed. Completion percentage was affected by question two, which prevented those who were not supervisors from completing the survey and question 3, which asked respondents if they had participated in supervisory training while at BGSU. Thirty percent had not participated in training and therefore did not answer Question 4 asking about the types of supervisory training in which they participated.

The statistics for the demographics follow:

Age Groups of Respondents



To facilitate reporting, the age group **Under 5 Years** was created, accounting for 19% of respondents.

When asked about the **types of employees they supervised**, 71% indicated Classified Staff, 58% Administrative Staff, 48% Student Employees, and 29% Graduate Assistants. **Twelve percent (12%) indicated they were not supervisors** and were directed out of the survey.

Next, the respondents were asked whether they had participated in supervisory training while a supervisor at BGSU, and, if so, the types of training in which they participated. **Seventy percent (70%)** indicated that they had participated in supervisory training while a supervisor at BGSU. Of this group, **58%** noted that they had **read articles about supervision and received on-the-job training/coaching** from their supervisors, while 46% indicated that they had received supervisory training delivered by BGSU personnel. Online training from an external vendor was noted by 42% and instructor led training from an external vendor was noted by 38%.

Following are statistics on the importance of including various topics in the supervisory development series, with 1 being the least important and 7 being most important. Show below is a ranking by topic along with the mean or average rating received.

Ranking All Topic/All Age Groups

Skill	Mean
Conflict Resolution	5.59
Motivating Staff	5.53
Customer Service	5.42
Leadership Development	5.36
Giving and Receiving Feedback	5.33
BGSU Disciplinary Guidelines and Procedures	5.26
Team Development	5.22
Interpersonal Communication Skills	5.21
Workplace Ethics	5.20
Coaching Techniques and Strategies	5.18
Process Improvement	5.18
Dealing with Change	5.11
Conducting Performance Appraisals	5.07
Unit/Departmental Planning and Goal Setting	4.96
Priorities and Time Management	4.95
Decision Making	4.93
Stress Management	4.93
Harassment and Discrimination Laws	4.89
Work/Life Balance	4.78
Monitoring Emotions (Emotional Intelligence)	4.73
BGSU Leave Types and Policies	4.69
Conducting Effective Meetings	4.63
Employment Law	4.61
Supervisory/Management Styles	4.55
Family Medical Leave Act (FMLA)	4.41

The survey indicated that the Office of Human Resources (OHR) would have the top two topics designed, developed, and ready for implementation “early in 2015.” Shown below are the top two topics by age group and category.

Top Two Topics by Age Group and Category

Age Group	Managing Unit	Laws, Policies, Procedures	Working With Others	Managing Self	All Categories
Under 5 Years	Motivating Staff Dealing with Change	Disciplinary Guidelines Workplace Ethics	Customer Service Conflict Resolution	Leadership Development Priorities/Time Management	Customer Service Disciplinary Guidelines
5-10 Years	Motivating Staff Dealing with Change	Workplace Ethics Disciplinary Guidelines	Conflict Resolution Customer Service	Leadership Development Emotional Intelligence	Conflict Resolution Customer Service
11-20 Years	Motivating Staff Coaching	Disciplinary Guidelines BGSU Leave Types/Policies	*Conflict Resolution *Giving /Receiving Feedback Customer Service	Leadership Development Stress Management	*Conflict Resolution *Giving /Receiving Feedback Motivating Staff
Over 20 Years	Motivating Staff Process Improvement	Workplace Ethics Disciplinary Guidelines	Conflict Resolution Customer Service	Leadership Development Priorities/Time Management	Motivating Staff Conflict Resolution
All Age Groups	Motivating Staff *Coaching *Process Improvement	Disciplinary Guidelines Workplace Ethics	Conflict Resolution Customer Service	Leadership Development Priorities/Time Management	Motivating Staff Conflict Resolution

*Denotes Tie

Finally, respondents were asked about the types of training methods they would be interested in participating. Following are those statistics.

Training Methods: Interested in Participating

Method of Delivery	Percent
Instructor-Led/Classroom Workshops	73%
Elearning (Internet-based, computer-based, etc)	65%
Instructor-Led Webinars	43%
Mobile Learning (training modules accessible from wireless devices (smart phones, Ipads, etc)	22%
Other - Please Specify	3%

To view the complete report (including optional text entries), please visit the **OHR Website** home page. Under **Headlines**, click the link for **Supervisor Development Needs Survey Results**.