

Western Kentucky University



**Department of Facilities Management
Training & Employee Development Program**

- Collaboration
- Accurate Job Description
- Needs Assessment
- Set Goals
- Research Appropriate Educational Opportunities
- Formalize the program criteria & rewards
- Gain Approvals



Development



- A program designed to motivate team members to learn new skills and become more knowledgeable **within their trade** by taking classes or earning certifications tailored to their current position

What is the Career Path Program?

- To promote a **culture** focused on development of our team members
- Foster **innovation** and change within the department
- Motivate team members to become more skilled/**knowledgeable** in their chosen field of work
- Create a more resilient workforce that can **adapt** to the changing times
- **Reduce** turnover in the department
- Create a natural **succession-planning** program



Goals of the Program

- **Participation is completely Voluntary**
- **Each career path is specific to a job/position**
- **Everyone receives the same reward to ensure consistency & equity**



Critical Aspects



- Pay incentive similar to the “Pay for Education” policy offered by Western Kentucky University
- Completion of **Level 2** Advancement = **\$1,000**
- Completion of **Level 3** Advancement = **\$2,000**

Motivation—Monetary



- Additional education provides more job security by increasing an employee's value both inside & outside of the University.

Motivation—Job Security



- Advancing to a higher level will help employees gain entrance into an elite group of other team members that are like-minded and focused on achievement & higher knowledge

Motivation—Belonging



REQUIREMENTS

To Make It To **Level 2**: Silver Certified

LEVEL 2—SILVER CERTIFIED



- 2 Years **Experience** in current position
- **No Disciplinary Actions** in the past 12 months
- High School Diploma or GED
- No Lost Time **Safety** Accidents in 18 months
- **CPR** / AED Training
- Completion of **Meaningful Coursework** to Further Skills in current position
- Trained to run all necessary **Equipment**
- Must continue to take **continuing education** courses (seminars, webinars, etc.) each year to keep your Level 2 status

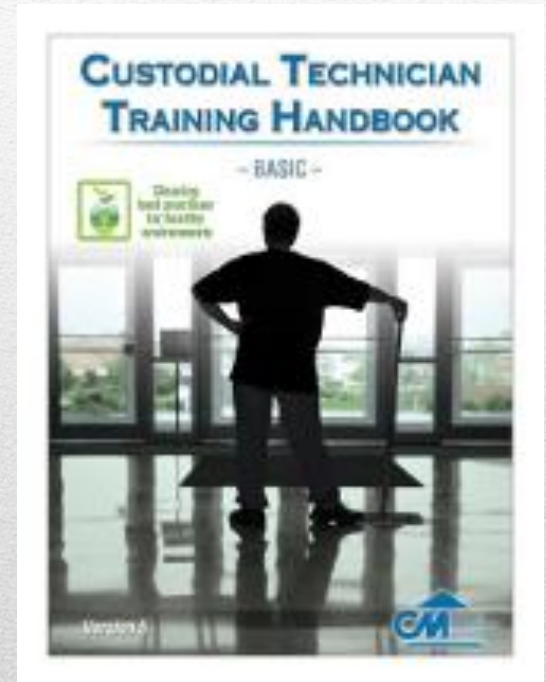
The Program



EXAMPLES

Consists of Classroom Education in the Following Areas:

- The Chemistry of Cleaning
- Basic Cleaning of Above-Floor Surfaces
- Basic Cleaning of Hard Floor Surfaces
- Basic Cleaning of Carpeted Floor Surfaces
- Basic Cleaning of Restrooms
- Certified Custodial Technician Exam



Certified Custodial Tech

Consists of Classroom Education in the Following Areas:

- Basic Plant Care
- Landscape Tree Management
- Landscape Shrub Management
- Turf Management
- Flowers in the Landscape
- Pest & Disease Control
- Basic Soil Science
- Sustainable Landscapes
- Applying Fertilizer



Certified Grounds Technician

Consists of a choice of 6 of the following College Courses:

- CIS 100 Intro to Computers
- CIS 150 Doing Business on the Internet
- CIS 151 Intro to Electronic Commerce
- QMS 201 Cust. Service Improvement Skills
- QMS 202 Understanding the Customer
- LOM 100 Intro to Logistics Management
- LOM 102 Supply Chain Management
- GEN 1753 Business Basics
- GEN 1755 Workplace Transitions

Stockroom Associate



REQUIREMENTS

To Make It To **Level 3**: Gold Certified

LEVEL 3—GOLD CERTIFIED

- No Disciplinary Actions in the past 12 months
- No Lost Time Safety Accidents in 18 months
- Additional Completion of Advanced Level Educational Courses
- Heavy Focus on Leadership Training
- Identification and Completion of an Improvement Project
- Must continue to take continuing education courses (seminars, webinars, etc.) each year to keep your Level 2 status



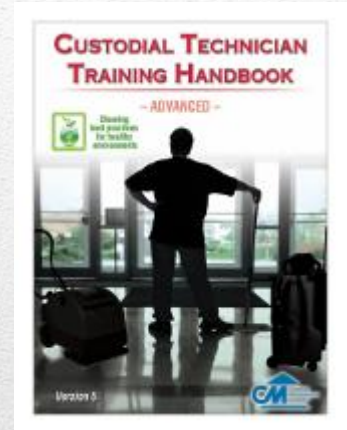
The Program



EXAMPLES

Consists of Classroom Education in the Following Areas:

- Advanced Cleaning of Hard Floor Surfaces
- Advanced Cleaning of Carpeted Floor Surfaces
- Advanced Cleaning of Above-Floor Surfaces
- Certified Advanced Custodial Technician Exam



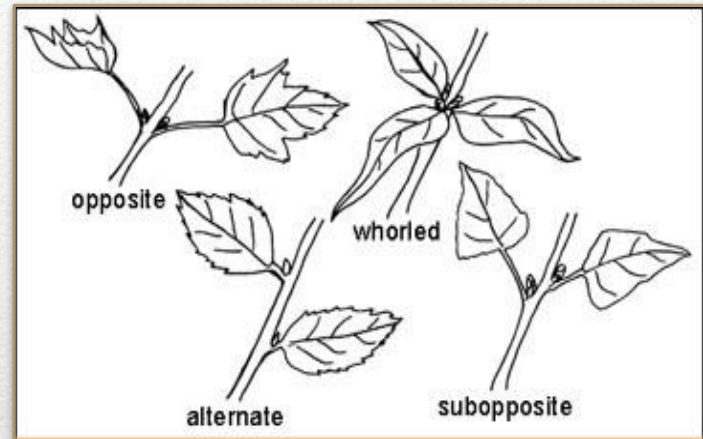
Plus...

- Leadership Training (12-14 classroom hours + 35 hours shadowing a Supervisor/Team Leader)
- LEAD 200: Intro to Leadership Studies

Building Services Level 3

Consists of Classroom Education in the Following Areas:

- Woody Plants Course and Lab
- Weed Identification Course
- Leadership Training
- Equipment Training & Certification Course



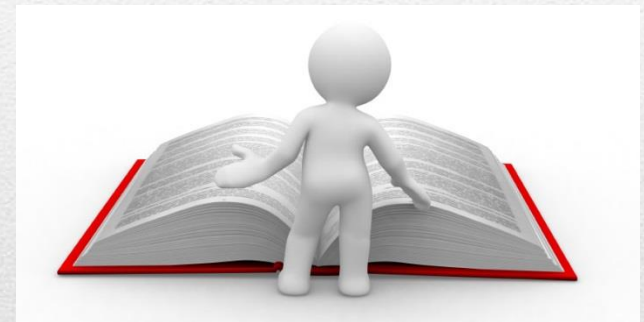
Grounds Technician Level 3

Consists of Classroom Education in the Following Areas:

- 4 Additional College Level Courses—2 must be in Leadership Studies or Business Management
- Inventory Logistics Course

Plus...

- Must complete a Competency Checklist for their position



Stockroom Associate Level 3



YEAR 1 RESULTS

Career Path Statistics					
	# Eligible to Participate	# Currently Enrolled	# Completed Level 2	% Participation	% Completion
BSA Supervisor	9	5	0	56%	0%
Stockroom	3	3	0	100%	0%
Grounds	23	15	15	65%	100%
Front Office	4	4	2	100%	50%
Energy Mgmt	4	1	0	25%	0%
Central Team	12	0	0	0%	0%
Building Services	120	57	34	48%	60%
Total	175	85	51	49%	60%

- 53 Team Members Graduated to Level 2
- 8 Team Members are waiting on Time in Service
- 4 Team Members are working on their GED

First Year Results



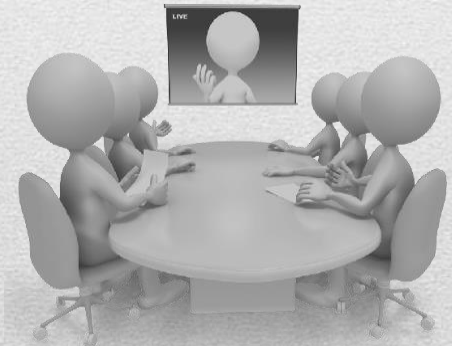
Topics:

- Communication
- Safety
- Training
- Efficiency
- Supplies
- Satisfaction & Engagement

- Bring to light genuine inefficiencies in the departments that lead to lowered morale as well as to generate new ideas on how to improve the work environments of our front line team members

Focus Groups were Born

- Monthly webinars covering topics we feel are important to our Team
- Supports the Continuing Education credits Team members must receive as a part of the Career Path Requirements



Skill Enhancement Training



- Monthly trainings for the Leadership team covering topics we feel are important to the development of our Supervisors

- **Includes topics on:** Communication, Dealing with Difficult Employees, Fostering Change, Decision-making skills, Giving Effective Feedback, etc.

Supervisor Training

- **Safety Training**
- **Method of the Week (BSA's)**
- **License & Certification
Renewal**
- **Customer Service Training**
- **Team Building**



Additional Components of the Training Program



What's Next...?



Annual re-evaluation of each program

- How can make each program better?
- What new technologies have been introduced to the market?
- Are there new certifications available?



Continuous Improvement

- Interest Forms
- Inter-departmental Training
- Build Skills to Develop Team Members for other jobs within the Facilities Department



Cross-Training for Succession
