



**Northern Illinois
University**

Your Future. Our Focus.

Supervisor Sessions

Updates and Upcoming Training Information
October 23, 2023

Supervisor Sessions



Why the reboot?

- May 2023 survey and feedback
 - Interest from stakeholders for abbreviated updates based on important/need-to-know information
 - Interest in targeted training on soft-skill development. Much of the comments centered on communication and giving feedback to employees.

Supervisor Sessions



Why the reboot?

- 67% of responses desired more professional development.
- 60% of those desiring professional development favored training on communication or providing feedback to their team.
- 97% of responses favored a monthly program during the academic year.
- 70% of responses favored in-person programs with professional development.

Supervisor Sessions



What is in the reboot?

- October 2023
 - Reboot sessions into 45 min – 1-hour sessions
 - Focus on developing more meaningful professional development programs
 - Professional development sessions are part of a larger academic-year theme
 - Professional development will provide interactive engagement to practice skills with in-person sessions.

Updates from HRS



October 2023 Updates from HRS

1. Huskie Welcome Session
2. Prudential Long Term Disability Open Enrollment 10/30 to 11/10.
3. Employment Verification / PSLF processing online 24/7.
4. Process Improvements coming to Hiring/Employment Changes and to Exit and Student/GA Employment.
5. Affirmative Action Plan Training November/December timeframe

Updates from HRS



Huskie Welcome Sessions

- In August 2023, HRS began an in-person welcome session for all new employees.
- The program introduces the Huskie family and focuses on employee resources and being a productive member of our community.
- Extension of the [L.E.T.S.](#) program.
- Ask: Supervisors, please promote this event to your new employees. The next session is 11/13/2023. Contact LETS@niu.edu for more information.

Updates from HRS



Prudential Long Term Disability Open Enrollment 10/30 to 11/10.

- During this enrollment period, employees will be eligible to enroll in voluntary long-term disability coverage without providing the normally required proof of good health.*
- Prudential will mail enrollment packets to your address on file with HRS. The envelope will be branded with the NIU and the Prudential logos.
- Contact HumanResources@niu.edu for more information.

Updates from HRS



Employment Verification / PSLF processing online 24/7

- Weekly, HRS receives dozens of employment verification requests— from lenders to employees requesting Public Service Loan Forgiveness documents.
- HRS has been working with Experian to provide a *free* service to employees to verify employment and provide information to lenders or employers.
- This transition will provide employees with 24/7 secure access to authorize or verify their employment within seconds.
- The transition will also produce time savings and improved efficiencies in HRS.
- Contact HumanResources@niu.edu for more information.

Updates from HRS



Process Improvement Consultants

- Since September, HRS has been partnering with TSI Consultants to review:
 - Student Employment & GA workflow/process
 - Hiring, position requests, and employment change workflow/process
 - FMLA workflow/process
 - Employee Exit workflow/process
- These processes have been identified in the feedback sessions held by the CHRO as the most cumbersome and challenging.
- TSI is working with HRS and a focus group of campus stakeholders to review the current state, identify pain points, and recommend a future state.
- Future state workflow/processes will be more streamlined, efficient, and less burdensome to campus.
- Additional information will be sent later.
- Contact HumanResources@niu.edu for questions/concerns.

Updates from HRS



Affirmative Action Plan Training

- Annual certain supervisors and leaders are required to take the AAP/EEO training.
- HRS worked with a focus group of campus stakeholders to preview a shorter, more informative training that will be deployed in late November/early December
- Additional information will be sent later.
- Contact AffirmativeAction@niu.edu for questions/concerns.

Supervisor Sessions – Micro Pro Dev



November 27, 2023

Updates from HRS

- Great Colleges 2023 Results/Overview

Training Program – High Stakes Conversation: The Basics

Understanding when conversations become high stakes, emotional, or challenging. This presentation will focus on helping you identify the cues of when a conversation is about to become problematic and how to manage your behaviors during the conversation.

Learning outcomes:

- Identify high-stakes, emotional, or challenging conversations
- Understand how to spot and keep in check your own emotions and behaviors during a difficult conversation.
- Learn to read your conversation partner's reactions to keep the conversation safe.

Supervisor Sessions – Micro Pro Dev



December 18, 2023

Updates from HRS

- End-of-the-year reminders

Training Program – Understanding the cause for conversations to become high-stakes

This training aims to aid learners in understanding how to quickly identify the causes of the conversation becoming high stakes, emotional, or challenging. In this program, learners will identify ways to structure the conversation.

Learning outcomes:

- Identify the type of conversation you are engaging (e.g., is it on one issue or a pattern of issues).
- Engage the conversation with empathy using observations and questions.

Supervisor Sessions – Micro Pro Dev



January 22, 2024

Updates from HRS

- TBD

Training Program – Engage high-stakes conversations with confidence

Approaching a conversation that you need to deliver high-stakes, emotional, or challenging information can be complex. This workshop aims to provide learners with the tools to engage in challenging conversations with empathy and understanding and to achieve lasting results.

Learning outcomes:

- How to engage in conversations with empathy and understanding.
- How to keep conversations going with the aim of achieving lasting results.
- Initial set of understanding of how to keep conversations ‘safe’ by observing the reactions of your conversation partner(s).

Crucial Conversations



HRS is hosting Crucial Conversations

- Human Resource Services invites you to join one of our two-day training courses, “Crucial Conversations.” The training course is led by John Acardo, senior associate vice president and chief human resource officer. It fosters effective communication and mastering dialogues crucial to an organization’s health and performance. If you want to consider advanced skills for engagement, efficiency, and equity in your work, we encourage you to join us for “Crucial Conversations.” We anticipate holding these training courses during the fall and spring terms. The event will be held on November 16 & 17, 2023. The two-day training costs \$350 and covers the cost of materials and meals. The presenter is not paid for this activity. Space is limited to 24 attendees.
- If you are interested in this training opportunity, please get in touch with us at EmployeeWellbeing@niu.edu or Karen Smith at 815-753-9191.



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Thank you!

Questions & Answers