

# PROGRESS REPORT

**Working Group Name:** Employee Cross Training

**Working Group #:** 32

**Chair:** Damon Slaydon

**Date:** February 25, 2022

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## Update on Actions Taken Since Last Report:

- 2/3/22 Hosted one, central kick-off meeting via Zoom to introduce the HR leadership team and give a high-level assessment of all HROE chapters in the accepted MGT recommendations.
- 2/16/22 High-level areas of focus identified for working group at the first meeting. Members were assigned homework to review/socialize the Review the HR Liaison competency map to provide a priority ranking for training development and add anything missing. As well, members were asked how could this training effort be applied to other functions across Texas A&M, such as advising, IT, facilities, student affairs...?

## Next Major Issue to be Addressed:

1. Adaptation of existing foundational training for HR Liaisons to create a broad knowledge base for all HROE employees. This will include and enhance our expectations for excellent customer service and engagement activities for all HR professionals.
2. Creation of specific training for new HR Service Hub Professionals, based on processes identified by WG33
3. Job shadowing expectations
4. Assessment
5. Schedule of training to have everyone ready by 9/1

## Problems or Barriers Encountered and Solutions Identified:

Additional staff and resources necessary to provide training to “new” HR professionals is short time frame and need to develop series for administrative support functions which remain at non-centralized functions to provide greater scope of responsibility to the Dean/VP/Division Lead.

## Deliverables Completed:

None to report

## Timeline for Completion of Remaining Deliverables:

3/31/22 - Finalize the draft of broad knowledge base for all HROE employees

5/1/22 - HROE employees to receive broad knowledge base training

5/1/22 - Job shadowing activity begins

5/31/22 - Finalize the draft of training for HR Service Hub professionals

6/30/22 - Accountability measures

7/31/22 - Finalize the schedule of training for those who still need it, and develop a plan for how to train new hires going forward