Cross Training

Presented by:

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Portland State UNIVERSITY

A public 4 year comprehensive university in downtown Portland, Oregon.

Annual headcount is near 27,000, 80% undergraduates, 64% transfer students, 63% receive financial aid.

Cost Effective

➢ *Use of limited staff/resources*

➢ *Meets budget restraints*

➢ *Leverages technology*

➢ *Leverages employee proficiencies*

➢ *Increases productivity*

➢ *Lessens cost of new recruitment*

Reduces Customer Complaints

➢ *Customer not bounced around for answer*

➢ *Lessens wait time*

➢ *Ability for staff to answer multiple questions*
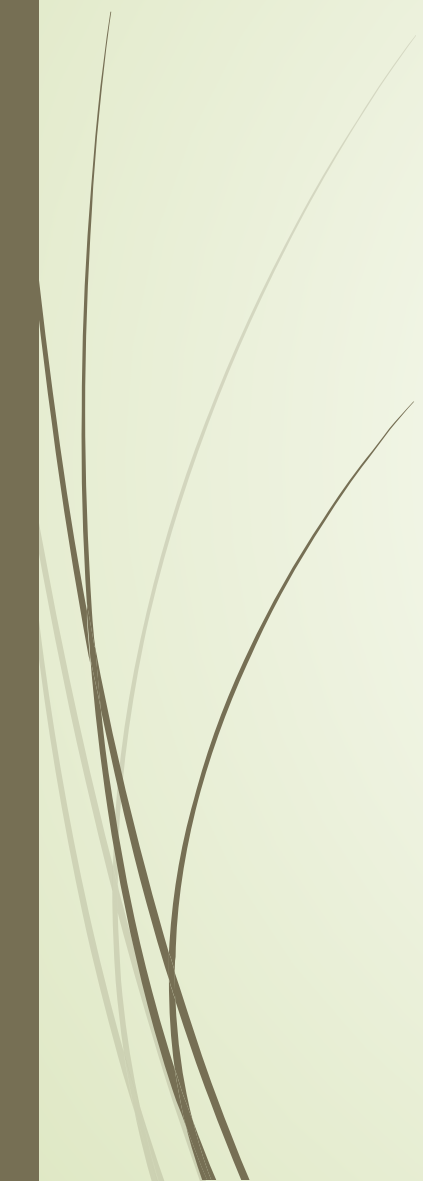
➢ *Increases customer satisfaction*

Opportunities for Employee Growth

➢ *Promotes qualified candidates*

➢ *Growth plan/management opportunities*

➢ *Develops/broadens skills*

Staff Satisfaction

- ➢ *Improves employee morale*

- ➢ *Increases motivation*

- ➢ *Reduces turnover*

- ➢ *Prevents job stagnation*

- ➢ *Increases staff engagement*

Sharing of Goals, Objectives and Ideas

➢ *Increases staff engagement*

➢ *Team vs Individual*

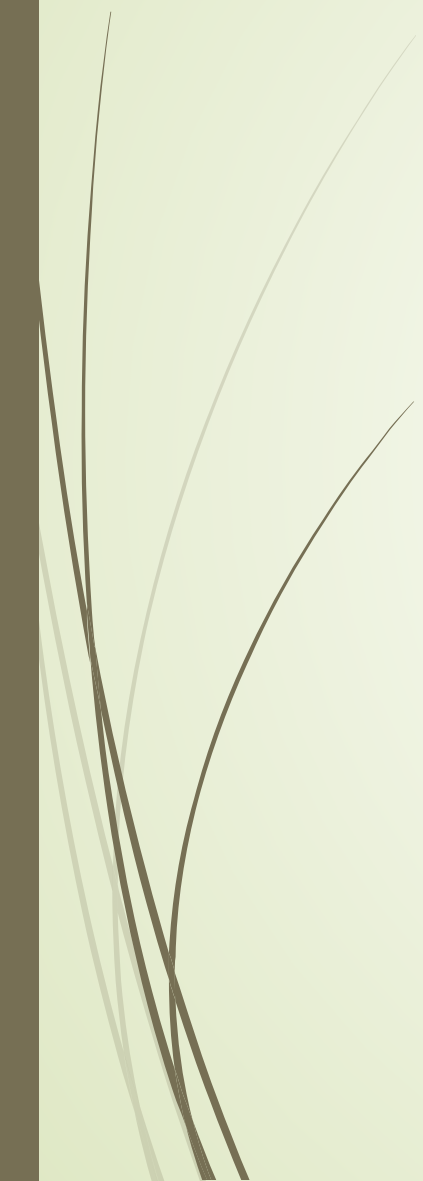➢ *Departmental Goals*

➢ *Institutional Goals*

Team Coverage for Time Off

➢ *Vacation/sick days usage*

➢ *Promotes work/life balance*

➢ *Lessens work to return to/frustration*

➢ *Employee absence does not reduce*

productivity

Reduce Workload

➢ *Balance of work between staff*

➢ *Blend workforce and assign tasks*
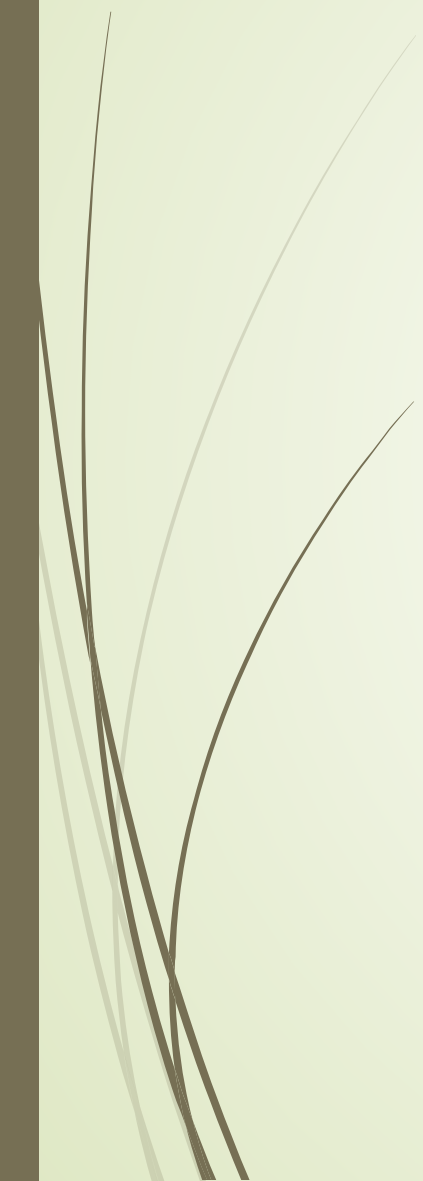
➢ *Better use of staff skills*

Appraisal of Job Duties

➢ *Know what staff does*

➢ *Update job description*
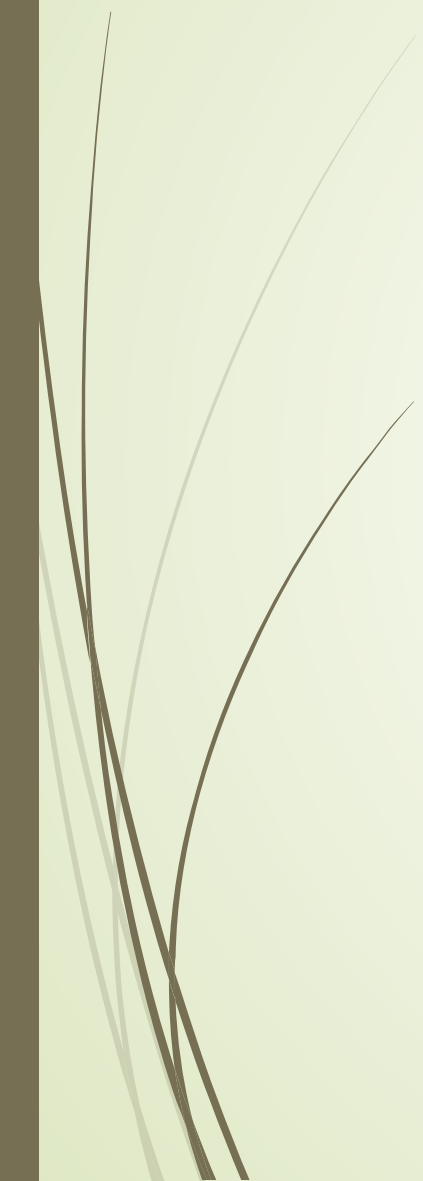
➢ *Prioritize duties*

Improve Processes

- ➤ *Identify manual processes*

- ➤ *Prioritize which can be automated*
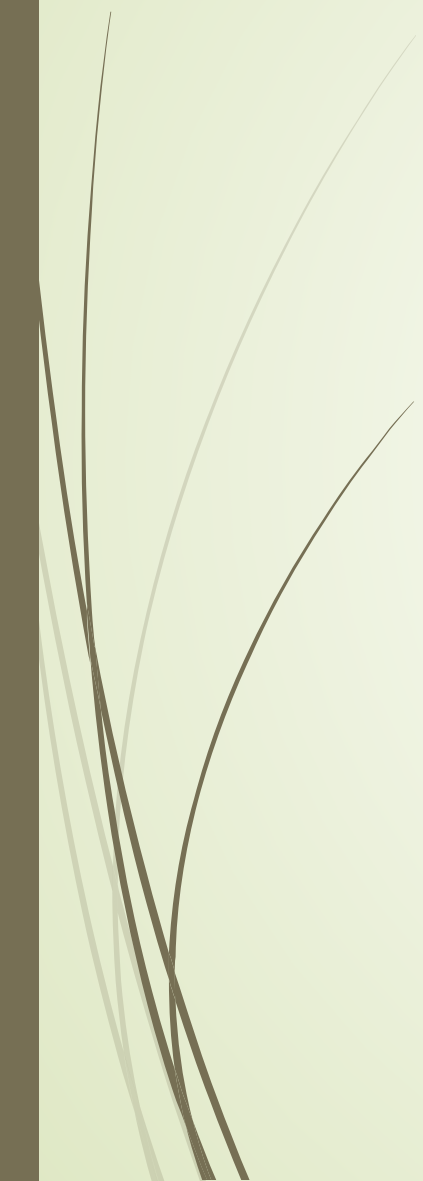
- ➤ *Better use of staff time and energy*

Need for Training

➢ *On Campus opportunities*

➢ *Staff professional development asks*
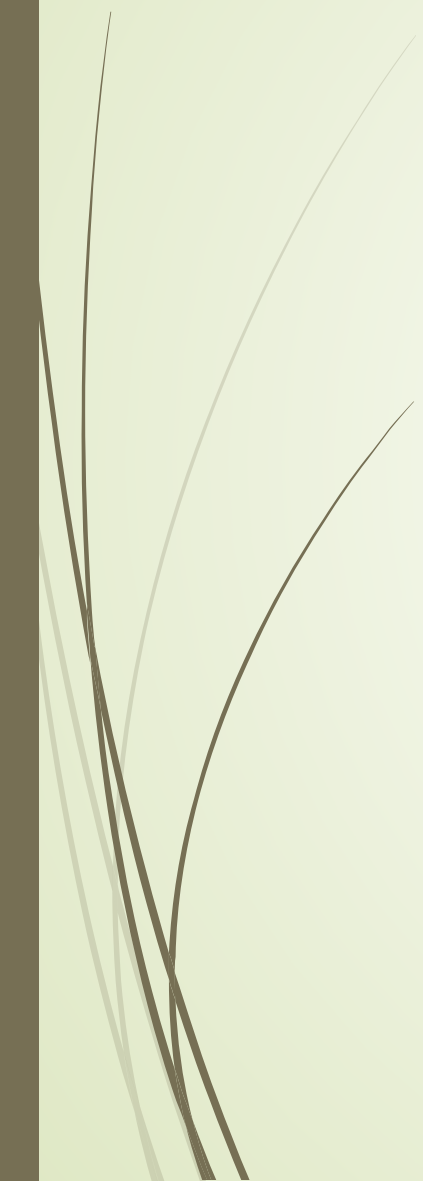
➢ *Career progression*

Increases Morale

- *Feels supported by team*
- *Reduces stress of absences*
- *Employee Engagement*

New Employee Training

- ➤ *Draft Standard Operating Procedures*

- ➤ *Multiple Staff can Onboard*

- ➤ *Resources*

Goals & Big Picture

➢ *Lay of the Land*

➢ *Set Priorities & Resources*

➢ *Goals*

CROSS TRAINING

Questions & Comments?