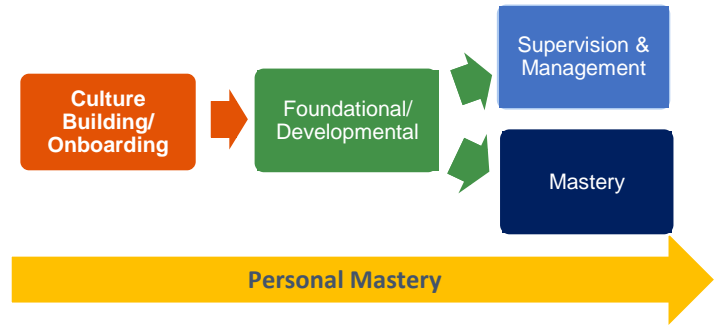


LEARNING AND DEVELOPMENT FY18 ANNUAL REPORT



Good Shepherd Services uses an overarching framework to help orient staff to the strategic approach behind all learning and development activities within the organization. This approach is rooted in Peter Senge’s discipline of “**personal mastery**” which describes the ongoing journey of learning & development by reflecting and identifying growth areas that exist within individuals, teams, programs, and organizations. A visualization of the personal mastery continuum at Good Shepherd Services is depicted to the right.



This year’s annual report takes a three prong approach: to highlight the performance accomplishments of the Good Shepherd Services’ Learning and Development Department, to examine its accomplishments in the context of the effective practices of the larger Learning and Development community, and to present the Learning and Development Department’s contributions to the agency’s Strategic Plan.

AT-A-GLANCE

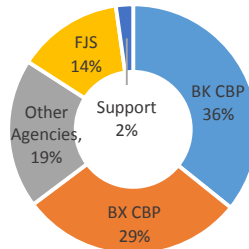
Productivity

337 workshops were offered on 121 topics. That’s the equivalent of **28 workshops per month.**



Networking

Each workshop created a collaborative environment for GSS and non-GSS programs. The average workshop had the following representation:



Engagement

1438 people attended at least 1 workshop at a rate of **4 workshops per person.**



CULTURE BUILDING / ONBOARDING

Learning & Development Industry Standards

Staff are 69% more likely to remain at a company up to 3 years after a structured orientation program.*

*SHRM Foundation

Good Shepherd Services Performance

A GSS staff member is 70% more likely to stay at least 3 years if they attended 5 Culture Building/ Onboarding workshops.

Strategic Directions

Alignment + Collaboration



In FY18, 57 Culture Building/ Onboarding workshops were offered on 9 different topics.

Equity + Inclusion



310 staff engaged in at least 1 of 4 workshop topics that establish the groundwork for equity and inclusion at GSS.

LEARNING AND DEVELOPMENT - FY18 ANNUAL REPORT

FOUNDATIONAL / DEVELOPMENTAL

Learning & Development Industry Standards

88% of top talent development professionals believe that the role of a Learning and Development Department is to create empowered and engaged employees.*

*[ATD](#)

Good Shepherd Services Performance

GSS staff attended an average of 19 hours of training.

92% of GSS staff say the training they attended benefits their work.

Strategic Directions

Alignment + Collaboration



There were 98 different Foundational/Developmental topics offered. 1247 GSS staff members attended at least 1. They were joined by 187 individuals from 92 different organizations.

Equity + Inclusion



103 GSS staff attended at least 1 of 5 workshop topics to deepen their work in equity and inclusion.

SUPERVISION & MANAGEMENT

Learning & Development Industry Standards

70% of an employee's engagement level is affected by the quality of his or her manager.*

*[Gallup](#)

Good Shepherd Services Performance

250 staff engaged in at least 1 of 11 Supervision & Management Workshops.

Strategic Directions

Alignment + Collaboration



Hosted 2 supervisory certificate programs, a collection of learning opportunities available to deepen their skills.

Funding + Resources



Obtained funding for 2 leadership training programs to establish the Jean Goldberg Thomases Leadership Development Institute.

MASTERY

Learning & Development Industry Standards

93% of respondents say that using their employer's tuition assistance program helped them develop the skills they needed to grow within their company.*

*[Bright Horizons](#)

Good Shepherd Services Performance

71 GSS staff received a total of \$131,000 in tuition reimbursement for attending classes towards a bachelor's or master's degree.

Strategic Directions

Alignment + Collaboration



Hosted 3 Learning Collaborative Community of Practice meetings that provided staff across the agency to explore learning and development topics together.

Building Leaders



Hosted 4 facilitator meetings, providing an opportunity for facilitators to get together for workshop and learning purposes.