

SOUTHERN REGIONAL CONFERENCE - BILOXI, MS

North Carolina State University

Personal and Organizational Development Programs

County Partners

In spring of 2003, a representative partnership group was developed between North Carolina Cooperative Extension Service, North Carolina A & T Cooperative Extension, North Carolina Association of County Commissioners represented by Ron Aycock, and County Managers.

Each group defined its individual mission. Afterwards, they identified the areas where their missions overlapped. The major areas of overlap were Stewardship, Accountability and Service To Citizens. These three areas broke out to meet local needs, improve communities and lives of citizens, be flexible in responding to local needs, provide customer service, use public funds wisely, demonstrate mutual respect for partnership, maintain an effective working relationship (cooperation), insure synergistic partnership to affect local change, provide teamwork, insure university presence in each county, provide research-based education, develop employees, and create economic prosperity.

The group agreed that their scope of work is to find ways to better serve the people of NC through the partnership, improve communications, address critical issues that arise at local and state levels, gain better understanding and appreciation for the challenges of the other, develop guidelines for shared decision making – how the partnership will be operationalized. Many hours were focused on learning how the partnership currently has been operationalized through the state, and the history of how this was developed. Personnel and budgeting were two topics of in-depth discussions.

One of the first tasks the group completed was creating a communication plan. One part of the communication plan was an improved web site with open access for University, County and community.

A retreat was held in August 2004 to develop a template MOU. Participants completed pre-retreat work to maximize the time spent as a group. After serious discussions of remaining issues, agreement was reached on a template for core areas in the MOU. Decisions reached in the retreat are currently being written into a final draft. The group will review this final draft for completeness one more time. In October, the Partners group will reconvene to develop the educational plan for statewide adoption of the MOU.

Other POD Programs

Organizational Development Interventions: Personal and Organizational Development is becoming increasingly recognized for expertise in coaching, assessing leadership training needs, enhancing communications, and general team building. Working in partnership with the District Extension Directors in North Carolina Cooperative Extension, POD has developed a number of organizational development protocols for working with County Extension Staffs and County Extension Directors. During the past year, this partnership between POD and the County Operations Team has resulted in a number of successful organizational interventions and organizational development programs. Contact: Richard_Liles@ncsu.edu or Eleanor_Stell@ncsu.edu

Strategic Planning and Organizational Development with the City of Raleigh: During the past year, POD has worked with the second largest city in the state to help develop a strong volunteer-led strategic effort to improve the lives of citizens in Southeast Raleigh. The effort has been a huge success, with future discussions exploring the creation of a leadership program for both the volunteers and the city employees. Contact: Mitch Owen (Mitch_Owen@ncsu.edu)

New Agent Boot Camp and Programming Class: Taught over the course of eight months, this program allows new agents to develop a strong foundation in Adult Education Program Development while also

gaining three credits toward a Masters or Doctorate degree in AEE. An unconventional design (5-6 hours each class; targeting agents with 1-4 years of experience; high expectations) has led to some excellent innovations. Contact Mitch Owen (Mitch_Owen@ncsu.edu)

Global Agility - Cultural Leadership Training: A new innovative program allowed 100 extension professionals to take a cultural orientation assessment and then explore cultural leadership in a one-day program. Preliminary evaluation of the program indicates overwhelming high marks for the program. We are planning to explore the possibility of offering this program regionally. Contact Mitch Owen (Mitch_Owen@ncsu.edu)

In-Service Training and Learning Management System: NCCE is in the process of exploring the ways to move all training management to a commercial, scorm-compliant Learning Management System. At the same time, NCCE will be reinventing our In-service Training System to further implement the principles of our Blue Ribbon Report on training and development. Plans are to move forward this fall on both of these systems. Contact: Mitch Owen or Eleanor Stell (Mitch_Owen@ncsu.edu or Eleanor_Stell@ncsu.edu)

Food Systems: Personal and Organizational Development wrote the grant proposal for the Food Systems Leadership Institute. North Carolina State University was awarded the \$5M grant. The national institute is co-sponsored by the National Association of State Universities and Land-Grant Colleges (NASULGC) and is supported by a five-year grant from the W.K. Kellogg Foundation. The institute's programs are designed to prepare future land-grant universities, governments, and industry leaders to deal with the emerging challenges within the food system in the context of larger societal issues. Dr. Kenneth R. Swartzel has been named Director of the newly established Food Systems Leadership Institute, a program of the William Friday Institute for Higher Education Leadership at the University of North Carolina Office of the President. Contact: Richard Liles (Richard_liles@ncsu.edu)

Media Training for Agents: A one-day training was conducted for all seven districts for North Carolina Cooperative Extension Agents. Two Hundred and Forty agents participated in the workshop that included: How to Manage and Lead the Media, Lights, Camera Action, How to Write a News Column and Article, How to Manage a Media Crisis, and How to Develop Talking Points for a Media Interview. Contact: Lanny Hass (lanny_hass@ncsu.edu)

Orientation for New Faculty: A four-day training was provided for forty-two new Cooperative Extension faculties. This conference centered around NCCE's core competencies of Leadership, Communication, Human Relations, Professionalism, Programming, Technical, and Knowledge of the Organization. In addition, training was given on branding themselves and their programs in their counties, and also on writing effective impact statements. Contact: Lanny Hass (lanny_hass@ncsu.edu)

Philip Morris Leadership Institute: A two-year leadership institute was conducted for thirty-two tobacco farmers from five southern states. The content pieces of the institute centered on mastery of self, relationships and organizational/community actions. The cohort travel to Washington, DC, California and Brazil to learn and experience these content pieces. Contact: Lanny Hass (lanny_hass@ncsu.edu)

1890 COOPERATIVE EXTENSION PROGRAMS
STAFF DEVELOPMENT PROGRAMS AND CONFERENCES – FY '04
SR-PLN/PLC
August 29 – September 2, 2004

North Carolina A&T State University

- ***Enhancing Writing Skills for Trainer Workshop*** – A primary goal of this workshop was to help participants improve the effectiveness of their written materials and to enhance training skills. Features of the workshop included foundations on how to: write course content for target audience, design materials/audio-visuals for learners and instructors, select formats to structure content, apply techniques of clear and concise writing. Twenty extension specialists, associates and communications staff participated in this one-day workshop. Langevin Learning Services, Inc. in consultation with the Director of Agriculture Communications and Technology designed and facilitated the workshop.

Tennessee State University

- ***Administrative Professionals Conference*** for TSU campus administrative Personnel – about 100 people for two days, April 21-21, 2004
- ***Two-day retreat for Cooperative Extension Program*** campus faculty and staff (team building, leadership development, etc.)
- ***National Extension Leadership Development Retreat*** for NELD leadership team
- ***Third Tuesday field days and workshops*** (10 years) variety of topics for clientele and agents

Fort Valley State University

- ***Extension Family and Consumer Sciences Area Training*** – A training designed to update county and campus-based Extension FCS employees in specialized areas of nutrition, food safety, housing, 4-H and youth development, family life, resource management, and clothing and textiles – June 2, 2004.

Prairie View A&M University

- ***Winter Staff Training Conference*** - This is a two day conference held in December that provides training to staff in business and economic development. Training topics are identified based on staff needs and interests.
- ***State Extension Training Conference*** - This is a three day conference held in March of each year that focuses on national, state and local issues. Displays are set up by county staff depicting successful programs that can be implemented in other counties. An awards program is conducted to recognize staff for their outstanding work as part of the conference.
- ***Joint CEP/TCE Faculty Staff Conference*** - The joint faculty staff conference is held twice per year and involves the Cooperative Extension Program (CEP) and Texas Cooperative Extension (TCE). This year's conference was centered around accountability and reporting.
- ***Agricultural Program Conference*** - CEP staff participate in the annual Agricultural Program Conference held at Texas A&M University for all universities within the A&M system that have agricultural programs. Staff selected courses or workshops they desire to attend and participate in the general sessions planned for Extension.
- ***Sustainable Agriculture Tour*** - Each year an educational farm tour is planned for the agricultural staff to keep them on the cutting edge of new information and technology. This year's tour included visits to a shrimp farm, beef cattle ranch and a citrus center.
- ***Teen Leadership Connection (TLC) Training*** - Teen Leadership Connection (TLC) professional and staff development training is conducted twice yearly. During the month of January, training was conducted for 58 staff members from five different states. The training was designed to assist staff enhance youths' skills in the social arena, cultural differences and diversity, conflict resolution and leadership.
- ***Standardized Child Passenger Safety Training Program*** - Family and Consumer Sciences staff participated in a 32-hour program designed to educate individuals to become child passenger

safety technicians. At the completion of the training, several individuals passed the written and performance portions and were certified by the National SAFE KIDS Campaign.

Alcorn State University

Major program and staff development programs implemented the past year include:

- ASU/MSU Annual Conference
- Small Farmer's Conference
- State Nutrition Awareness Obesity Conference
- Healthy Mississippi Health Case In America

Alabama A&M University

Urban Affairs New and Nontraditional Programs In conjunction with The Alabama Cooperative Extension System

For the past year, Alabama A&M University, in conjunction with the Alabama Cooperative Extension System has been going through and continues to undergo a reorganization/restructuring process. The system is shifting from a county agent to a regional agent concept. Of course we will retain 4-H county agents in all sixty-seven counties, however, in other program areas, agents will work in a particular region.

This reorganization/restructuring phase is ongoing and should be completed in 2005; however, there will be growing pains (adjustments) for some time.

As a result of this restructuring, A Program Development Team has been formed and given a list of tasks ranging from the development and implementation of a system-wide training program for all program delivery people. This committee will plan, implement, evaluate and report on all Extension educational programs. The committee will also collect and maintain all data to meet state and federal reporting requirements. This team has met twice and will continue to meet on a monthly basis.

The program emphasis for Alabama A&M continues to address New and Nontraditional Programs and audiences. For example, a Hispanic-speaking agent was employed to work with an ever-increasing number of Hispanics moving into the area. In addition, a quarterly newsletter written in Spanish is being published to address issues for this non-traditional audience.

Submitted By:

Thelma J. Feaster

Program and Staff Development Committee

Cooperative Extension Program

North Carolina A&T State University

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