

Foundations of an All-Inclusive Training Program – From Beginning to End

...

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Facilities Management

UNIVERSITY OF COLORADO **ANSCHUTZ MEDICAL CAMPUS**

- Components of the Program (General Overview)
- Compliance and Technical Department Training
- Professional Growth Tracks
- Apprentices and Intern Program Training
- Managing/Tracking the Program
- Questions & Answers



Our Why...

- Aligning with our Mission, Vision, and Value
 - Everyone within the department aligns and can respond accordingly to our Mission, Vision and Values
- Readiness
 - Different skill sets at beginning of employment therefore we offer training to equalize skill sets
- Safety
 - We promote safety and keeping our employees safe during employment and their future health
- Employer of Choice
 - Our investment in each employee's training sets us apart from other employers

DEPARTMENT TRAINING TIMELINE

2017+

Department trainings
administrated by a team
of 3+

3 year published
training schedule /
calendar invites in
advance

Attendance records in
paper & digital form

MID
2000'S

Department trainings
administrated by 1
manager

Predictive Schedule
however trainings /
deadlines continued to
get missed/ rearranged

Attendance records
were in paper form

EARLY
2000'S

Department trainings
administrated by 2
managers who reported
to different directors

No predictive schedule
for administration or
staff

Low accuracy in
attendance records

WHERE ARE
WE GOING??

A LMS to invite / track /
score quizzes / review
all department
trainings





Facilities Management

UNIVERSITY OF COLORADO

Facilities Management Training Program

Compliance Training

- 93 Compliance Topics
- Deployed through:
Instructor Led
SurveyMonkey
SkillSoft
- Department Staff of 250
- 52 Work Units

Technical Training

- 41 Internal Technical Topics
- Deployed through:
Instructor Lead &
Zoom Conferencing

Professional Development

- APPA
COAPPA / RMA
- IFMA
Denver Chapter
- LEED
- Personal Credentials
- Trades Certificates /
Licensees
- Management
Certification Program

Interns / Students

- Internship Program:
External
- Apprenticeship
Program: Internal

New Employee Training

- University Employee
Orientation
- Department
Onboarding
- 120 Hour
Department Training
- 53 Policies &
Guidelines
- 2 University Required
Trainings

Master Training Calendar Development

Identifying Training Needs > Identifying Who Needs the Training > Identifying Training Deployment Type > Training Frequency > Grouping Related Topics = **Our 3 year Training Schedule**

	DATE / FREQ / YEAR 2	Compliance (CMP), General (G), or Environment	Training Request	Sent To	Presenter Notified	Video	Need Recording		TOPIC	PRESENTER	BACK UP	Frequency	VENDOR or COURSE CODE NUMBER	Video/ Quiz Link	PATICIPANTS	Room & Size	HOURS
1/9/2019	156 WEEKS	ZONE/TRADE										ANNUAL					1
		SKILLSOFT						B1	ASBESTOS AWARENESS			ANNUAL	esh_sah_s37_sh_enus			N/A	0.5
1/16/2019	52 WEEKS	COMPLIANCE				YES	Needs Editing	A1	Lab Safety	Nancy Hostetler		ANNUAL	A20126	https://www.surveymonkey.com/r/CUFMLabsafety	Zones 1 to 8 / HVAC-R / Shift / Electricians Fire Alarm and Fire Marshal / Circuit Management / Fluid Group / Autoclave / FAC_Eng including Bloomquist, Thorson and those who report to Thorson Construction Services / AMC & DDC Locksmiths Building, Electrical and Plumbing Code Inspectors Building Proctors and UCD Custodians/ Materials Management / Pest Control / Events Set-UP	P28-2102	2
1/23/2019	156 WEEKS	ZONE/TRADE							EMERGENCY OUTAGE PROCEDURES	ZONE/TRADE : FAC_ENG		TRI- ANNUAL			PMT 1 (BMO & CUP) / Optional Supervisors / South	L28-2304	1
	52 WEEKS	SKILLSOFT						A2	BLOODBORNE PATHOGENS			ANNUAL	_scorm12_cu_u00141_0001		South	N/A	0.5
1/30/2019	52 WEEKS	COMPLIANCE				YES	Needs Editing	A3	BBP and Sharps; ILT	Nancy Hostetler	Denise Donnelly, EHS	ANNUAL	A20138	https://www.surveymonkey.com/r/CUFMBBPandSharps	Building Proctors / Circulator and Lite Rail Shuttle bus drivers / UCD Custodians / Grounds / Roads and Lots/ Autoclave / Circuit Mgmt / Construction Services / CUP / DC Trades / Electricians / Fluid / HVAC - R / Shift / Zones 1 - 9/ South		2

The training schedule we issued to supervisors and above along with scheduling each training on a department training calendar through Outlook

Department Training Guidelines

- First Year Employee: 120+ hours of compliance and safety training required
- Year 2 employee: 80 hours compliance and safety training and up to 80 hours of professional development training
- Year 3 employee: 40 hours of compliance and safety training and up to 120 hours of professional development training
- In general, training is approved on a case by case basis and with input from the employee's supervisor, manager and director

Licenses & Certifications

- We offer various job-related licenses and certifications necessary for our electricians, plumbers, HVAC/R, arborists, mechanics, stationary engineers, accountants, IT technicians, and other trades employees, that are necessary to complete their daily job functions.

Safety & Compliance Training

- 93 Topics covered throughout the department offered on required frequencies
 - 52 Work Groups within a department of 250 employees
 - Deployed through: Instructor Led Training, Survey Monkey or SkillSoft
-

Safety & Compliance Training

Complete Job Hazard Analysis (JHA)

- 100 question questionnaire related to situational events on our campus
- Answers to questions determined which training is necessary

TRAINING TOPIC	Vimol M	Alicia Harper	CSC	Ed S.	Zone 2	Zone 3	HVA C-R	Shift	GIS	Dave Tilton	Elec	Circ. Mgmt	Zone 4	Zone 10	Zone 1	Zone 7	Ron Turner	Fluid	Zone 6	Intern Students	Acive	Zone 5	Zone 8	
Competency Demo: ILT							R				R				R			R						
9 Volt Battery Fires; Toolbox	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Aerial Lift Comp					2.5R	2.5R	1R	5R			9R							5R						
Platforms (Crawler & Boom Lift), SkillSoft					2.5R	2.5R	1R	5R			9R							5R						
Air Monitoring and Rescue; ILT							R	R?			R				R			R						
Arc Flash; ILT										R	R													
Asbestos Awareness;				R	R	R	R	R		R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Injury Prevention; SkillSoft. For all	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
BBP and Sharps;					R	R	R	R			R	R	R	R	R	R		R	R	R	R	R	R	R
Biosafety and Bird Dropping; ILT					R	R	R	R			R	R	R	R	R	R		R	R	R	R	R	R	R

Training Deployment Types

SkillSoft: Educational technology company that produces learning management system software and content. The university's selected LMS.

SurveyMonkey: Training issued with quiz and previously recorded ILT training. The system scores the quizzes and raw data is able to be downloaded.

Instructor Led Trainings (ILT): Live trainings performed by an outside vendor or internal personnel.

SkillSoft Platform



Construction Safety Orientation

Course: 1 Hour, 1 Minute **Status:** 

LAUNCH 



[About](#) **Table of Contents** [Resources](#) [Related Items](#)

Sections

Expand All

Collapse All

Duration

Status

Actions



Safety at Construction Sites

1 Hour

Using Chemicals Safely

7 Minutes



Preventing Trips, Slips, and Falls

11 Minutes



Staying Safe with PPE

6 Minutes



Handling Materials Safely

4 Minutes



Email for Skillsoft Training

Skillsoft: MOLD AWARENESS; Week of 8-19-19 - Meeting

File Meeting Insert Format Text Review Tell me what you want to do...

Cancel Meeting Copy to My Calendar Appointment Scheduling Assistant Tracking Skype Meeting Meeting Notes Contact Attendees Address Book Check Names Response Options Show As: Free Recurrence Time Zones Room Finder Categorize Private High Importance Low Importance Meeting Notes View Templates OneNote My Templa...

This email message will be sent to about 104 recipients.

Hendrickson, Jeffrey: Automatic reply: " I will be out of the office until August 26th. If you have and urgent issue please contact Dispatch (303)-424-1777. Thank you"

Attendee responses: 28 accepted, 3 tentatively accepted, 6 declined.

Send Update

To... **Martinez, Alfonso; O'Farrell, Brian; Allard, Matthew; Bills, Aereol; Richardson, Jessica; Troseth, Glen; Barrows, George; Uhrich, Kenneth; Becker, Steven; Allen, James; Winfrey Don; Foulk, Gene; Beaver, John; Jungerman, Henry; Arge Mark; Gallegos, Angelo; Bosworth, Kenneth; Woods, Eugene; Abraha, Yohans; Rodriguez, Ivan; Lopez Flores, Erick; Vandezande, Andrew G; Vigil, Herbert; Woods, Cayleb; Gran, Christopher; Neeper, James; Burdette, Brendon;**

Subject: Skillsoft: MOLD AWARENESS; Week of 8-19-19

Location: esh_sah_a01_sh_enus Rooms...

Start time: Mon 8/19/2019 8:00 AM All day event

End time: Sat 8/24/2019 11:59 PM

20-109299	TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	DOWNINGA	A-AMC	
20-109301	ZONE1, TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	RICHJESS	A-AMC	20-109299
20-109302	ZONE2, TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	BARROWSG	A-AMC	20-109299
20-109303	ZONE3, TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	BECKERS	A-AMC	20-109299
20-109304	ZONE4, TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	ROSSWILL	A-AMC	20-109299
20-109305	ZONE5, TRAINING: SKILLSOFT: Mold Awareness; Week of 8-19-19; Course Code: esh_sah_a01_sh_enus	ADM	WAPPR 3	BOSWORTK	A-AMC	20-109299

Survey Monkey



Hearing Protection

NOTE: *All workers are guaranteed the opportunity to ask the trainer questions. Please direct all questions to Nancy Hostetler at nancy.hostetler@ucdenver.edu or (303) 724-1821.



OK

Email for Survey Monkey Training

The screenshot shows an Outlook meeting invitation window. The title bar reads "Formaldehyde Awareness: ILT - Meeting". The ribbon includes "File", "Meeting", "Insert", "Format Text", and "Review". The "Meeting" tab is active, showing options like "Appointment", "Scheduling Assistant", "Tracking", "Skype Meeting", "Meeting Notes", "Contact Attendees", "Address Book", "Check Names", "Response Options", "Show As: Free", "Reminder: None", "Recurrence", "Time Zones", "Room Finder", "Categorize", "Private", "High Importance", "Low Importance", "Tags", "Meeting Notes", and "View Templates".

Below the ribbon, a message states: "This email message will be sent to about 43 recipients." The sender is "Hendrickson, Jeffrey" with an automatic reply: "I will be out of the office until August 26th. If you have an urgent issue please contact Dispatch (303)-424-1777. Thank you".

Attendee responses: 9 accepted, 1 tentatively accepted, 0 declined.

The meeting details are as follows:

To...	Leon Aldaz, Hugo; Barrows, George; Bills, Aereo; Becker, Steven; Allen, Logan; Winfrey Don; Bryan Heath (Bryan.Heath@ucdenver.edu); Marsh, Stephen; Eads, Jordan M; Hendrickson, Jeffrey; Guerra, Pedro; Fierbach, Trisha; Power, Tom; 'Rhett Reinbrecht' <rhett.reinbrecht@ucdenver.edu>; Lawton, John; Troseth, Glen; Owens, Garrett; Uhrich, Kenneth; Jurado, Carlos; Kay, Robert; Thomas, Richard; Chavez, Vincente; Rodriguez Frank; Johnson, Everett;		
Subject	Formaldehyde Awareness: ILT		
Location	Video: https://www.surveymonkey.com/r/CUFMFormaldehyde		
Start time	Mon 8/26/2019	8:00 AM	<input type="checkbox"/> All day event
End time	Sat 8/31/2019	8:00 AM	

You must visit dispatch to sign a double sided form as it is a requirement for completing the training. One piece of paper needs a signature on both sides of the paper. The other sheet is information for the employee to take with them.

You are required to complete the training provided in the link below. Training must be completed by the end of the week and you must score a 70% or better for the course to go into your record. Employees who do not pass the first time may click on the link below AGAIN and retake the quiz until you receive a 70% or better. It is the responsibility of the EMPLOYEE to make sure you are in compliance with this request. A report of completions will be sent to the appropriate manager and director weekly for follow up. In the event you are on an approved leave during the training topic timeframe please communicate with your management line for make-up accommodations. If you have questions, please contact Alicia Harper, Nancy Hostetler or Layna Johnson.

Video Training: <https://www.surveymonkey.com/r/CUFMFormaldehyde>

[20-112435](#)

TRAINING: Formaldehyde Awareness ILT; Week of August 26, 2019; Video Link: <https://www.surveymonkey.com/r/CUFMFormaldehyde> ADM WAPPR 3 DOWNINGA A-AMC

[20-112436](#)

ZONE2, TRAINING: Formaldehyde Awareness ILT; Week of August 26, 2019; Video Link: <https://www.surveymonkey.com/r/CUFMFormaldehyde> ADM WAPPR 3 BARROWSG A-AMC 20-112435

Technical Training

PMT Training

Formal Technical Mentoring Program of our PMT 1 Staff by our Senior Skilled PMT Staff

- 41 Technical Topics
 - Scheduled for 2 hour blocks
 - Required for all PMT 1, available to PMT 2 employees and supervisors
 - Delivered in person, required to use PowerPoint or hands on training / Zoom is used for employees at satellite campus locations
-

Professional Development

Facilities Management Management Certificate Program Track

CORE COURSE (7 REQ)

- SUPERVISOR TOOLKIT
- CONFLICT MANAGEMENT
- CRUCIAL CONVERSATION
- WRITING PERFORMANCE GOALS
- SKILLS FOR LEADING TEAMS EFFECTIVELY
- ILOVEFEEDBACK
- LEADERSHIP TRANSFORMATION CAPSTONE

*COMPLETED AFTER ALL REQUIRED COURSES

ELECTIVE COURSE (3 REQ)

- EMOTIONAL INTELLIGENCE
- STEVEN COVEY'S 7 HABITS OF HIGHLY EFFECTIVE PEOPLE
- UNDERSTANDING AND APPLYING THE STATE CLASSIFIED RULES
- RESPECTFUL WORKPLACE
- BULLYING AND INCIVILITY IN THE WORKPLACE
- 7 C'S OF INFLUENCE
- COACHING SKILLS FOR MANAGERS AND SUPERVISORS

Within the department there have been 68 graduates from the program within 3 years

Professional Development

APPA Track

- CEFPP course/credential: 11
 - Leadership Academy Track 1-4
 - APPA U Track 1-4
 - RMA Conference
 - COAPPA Conference
 - APPA Annual Conference
-

Professional Development

International Facility Management Association (IFMA) Track

- Certified Facility Manager (CFM) course/credential 7
 - Facility Management Professional (FMP) course/credential: 24
 - Sustainability Facility Professional SFP course/credential 11
 - Essentials of Facility Management (EOFM) course 25
 - WWP Annual Conference
 - Fusion Annual Conference
-

Professional Development

Mix & Match Track

- Employees can mix and match courses from different options that fit their specific professional development goals (project management, ICCC, LEED Green, IT, Finance, etc)
 - Selections need to be discussed with and approved by supervisors
-

Apprenticeships

State Certified

- Plumbing
- Electrical

Other Certified Programs

- Autoclave Technician
 - HVAC/R
 - Utility Plant Operation
(Stationary Engineer)
-

Internships

Paid Internships

- Building, Maintenance & Operations Internships
 - Emphasis in HVAC/R

 - **Business Administration**
 - Emphasis in Facilities
 - Project Management
 - GIS
-

Student Workers

- Positions are identified annually based on need
 - Students are exposed to all areas of facilities management from grounds, parking, maintenance, events, finance, engineering, projects, etc.
 - Positions can be annual or ongoing based on students' needs and departments' needs.
-

New Employee Orientation

Monthly onboarding of new
employees 1st Friday of every
month

- Missions, Visions, Values
 - Organization Chart
 - Campus Map
 - Human Resources
 - Information Technology
 - Parking
 - Administration
 - Safety
 - Campus Culture & Perks
 - Policies
 - Resource List
-

QUESTIONS?

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