



Education, Training & Research Course Assessment 2016

Assistant Directors, Deputy Assistant Directors, Regional Commanders and Majors were invited to provide insight regarding current course offerings through SurveyMonkey®. The survey was live from Wednesday, Nov. 30, 2016 through Friday, December 9, 2016. ETR's intent was to take the opinions provided and develop an effective plan to better serve all DPS employees, whether they are law enforcement, administration, technology, supervisory, etc.

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Question One: **Identify Yourself.**

25 respondents:

- 3 Assistant Director
- 5 Deputy Assistant Director
- 2 Regional Commander
- 1 Assistant Chief
- 10 Major
- 1 Captain

Question Two: **Evaluate ETR's LEADERSHIP courses.**

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
LEADS	0.00% 0	4.55% 1	9.09% 2	45.45% 10	40.91% 9	22	4.23
Leadership Seminar	0.00% 0	5.00% 1	25.00% 5	30.00% 6	40.00% 8	20	4.05
Leadership Development Course	0.00% 0	0.00% 0	19.05% 4	28.57% 6	52.38% 11	21	4.33
Leadership College	0.00% 0	0.00% 0	31.58% 6	36.84% 7	31.58% 6	19	4.00
Command College	0.00% 0	0.00% 0	9.09% 2	22.73% 5	68.18% 15	22	4.59

Question Three: **Evaluate ETR's ETHICS courses.**

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
Ethics	0.00% 0	0.00% 0	19.05% 4	33.33% 7	47.62% 10	21	4.29
Effective Decision Making	0.00% 0	0.00% 0	14.29% 3	52.38% 11	33.33% 7	21	4.19
Interest-Based Leadership	0.00% 0	0.00% 0	4.17% 1	41.67% 10	54.17% 13	24	4.50
Managing Interpersonal Conflict	0.00% 0	0.00% 0	13.64% 3	54.55% 12	31.82% 7	22	4.18
Leading Generations	0.00% 0	0.00% 0	22.73% 5	40.91% 9	36.36% 8	22	4.14

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Question Four: Evaluate ETR's COMMUNICATIONS courses.

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
5 Levels of Leadership	0.00% 0	0.00% 0	9.09% 2	50.00% 11	40.91% 9	22	4.32
360 Leadership	0.00% 0	0.00% 0	4.35% 1	52.17% 12	43.48% 10	23	4.39
7 Life Languages	0.00% 0	0.00% 0	13.04% 3	47.83% 11	39.13% 9	23	4.26
Critical Thinking	0.00% 0	0.00% 0	10.53% 2	47.37% 9	42.11% 8	19	4.32
Communications Strategies	0.00% 0	0.00% 0	15.79% 3	47.37% 9	36.84% 7	19	4.21

Question Five: Evaluate ETR's BUSINESS ACUMEN courses.

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
What Makes Us Professional	0.00% 0	0.00% 0	47.37% 9	26.32% 5	26.32% 5	19	3.79
Contract Management	0.00% 0	0.00% 0	50.00% 10	35.00% 7	15.00% 3	20	3.65
Program Management	0.00% 0	0.00% 0	63.16% 12	26.32% 5	10.53% 2	19	3.47
Financial Planning	0.00% 0	0.00% 0	45.00% 9	40.00% 8	15.00% 3	20	3.70
Creative Problem Solving	0.00% 0	0.00% 0	38.89% 7	38.89% 7	22.22% 4	18	3.83
Assumed Command	0.00% 0	0.00% 0	44.44% 8	33.33% 6	22.22% 4	18	3.78

Question Six: Evaluate ETR's TECHNOLOGY courses.

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
Microsoft Office Suite 2013	0.00% 0	0.00% 0	26.32% 5	52.63% 10	21.05% 4	19	3.95
SharePoint	0.00% 0	0.00% 0	25.00% 5	60.00% 12	15.00% 3	20	3.90
MicroSoft OneNote	0.00% 0	0.00% 0	47.37% 9	42.11% 8	10.53% 2	19	3.63

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Question Seven: **Evaluate ETR’s PERSONAL DEVELOPMENT courses.**

	Extremely Ineffective	Ineffective	Neutral	Beneficial	Extremely Beneficial	Total	Weighted Average
Emotional Intelligence	0.00% 0	0.00% 0	20.00% 4	55.00% 11	25.00% 5	20	4.05
Anxiety Awareness	0.00% 0	0.00% 0	40.00% 8	50.00% 10	10.00% 2	20	3.70
Body Language	0.00% 0	0.00% 0	31.58% 6	63.16% 12	5.26% 1	19	3.74
Personal Intelligence	0.00% 0	0.00% 0	42.11% 8	52.63% 10	5.26% 1	19	3.63
Outside the Box	0.00% 0	0.00% 0	47.37% 9	36.84% 7	15.79% 3	19	3.68
Words at Work	0.00% 0	5.00% 1	35.00% 7	40.00% 8	20.00% 4	20	3.75
SHIELD	0.00% 0	0.00% 0	27.27% 6	27.27% 6	45.45% 10	22	4.18

Question Eight: **If you could add any Leadership courses, please specify the subject and how your staff would benefit.**

- I think it would be helpful to have more team building courses like Life Languages or MB for sections to take together.
- Leading millennials
- Incident Response
- No course suggestion, but a great book for suggested reading is “Extreme Ownership” by Jocko Willink.
- Executive Management classes, above Command College.
- Customer Service
- Leadership at the lowest level
- How to use data to make decisions

Question Nine: **If you could add any ETHICS courses, please specify the subject and how your staff would benefit.**

- Contract procurement ethics for agency employees who are involved with purchasing.
- A course about what happens when you make major mistakes and what it can cost you.

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- How to identify and report unethical behavior.

Question Ten: If you could add any COMMUNICATIONS courses, please specify the subject and how your staff would benefit.

- Persuasion and negotiations – to resolve problems or negotiate procurements / contracts.
- Communication strategies
- Expository Writing and tips for identifying communication style based on audience. Staff will develop their own ability to provide project requests and information, legislative responses and reports, as well as program requests in concise, straightforward manner.
- Effective Communication
- Providing effective updates / briefings – know who needs to know what and when (risks to schedule, business SME vs. AD, etc.)
- Listening Skills
- Writing courses to improve people's writing skills

Question Eleven: If you could add any BUSINESS ACUMEN courses, please specify the subject and how your staff would benefit.

- Risk management – identify and plan strategies for addressing risks to projects.
- How do you market to various segments of the population.
- The ICAP course that taught employees how to conduct / prepare themselves during a job interview.
- Change management – understanding organizational change.
- A class for supervisors to conduct job interviews (develop questions, interview panel, scoring sheets, prepare candidates for background check, forms for hiring, etc.
- To broaden financial course availability throughout the state.

Question Twelve: If you could add any TECHNOLOGY courses, please specify the subject and how your staff could benefit.

- Business Intelligence

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- Excel Pivot Tables
- iOS basics course for iPhones and iPads

Question Thirteen: **If you could add any PERSONAL DEVELOPMENT courses, please specify the subject and how your staff could benefit.**

- Interpersonal Conflict Resolution