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Kiddie Care Concern Continues

When our training office forwarded me the "Editor's Page" about child care (August 1987) I felt I should respond. I am currently providing oversight and evaluating a day-care center for Wisconsin state employees' children.

The State of Wisconsin currently supports the child-care needs of its employees in several ways:

- A near-site day-care center for their employees' children was opened in April 1986. The center offers 50 full-time slots and takes children from two months to five years of age. The center was filled in five months and currently has a waiting list of 60 children.

- Management training, required of all supervisors, includes information on the effects of dependent-care needs on employees and will promote an awareness of the dual roles most workers now perform.

- Legislation calls for incorporating child-care plans in all future state government buildings or modifications.

- The governor issued an executive order establishing or continuing state employee assistance programs to recognize dependent child-care needs as human concerns that may affect productivity.

I prepared a preliminary report in April 1987 on the facility's effectiveness in enhancing the productivity and efficiency of state employees as the Department of Employee Relations required. DER was to report on

- the facility's effectiveness in enhancing the productivity and efficiency of state employees;

- the effect of providing state funds upon the implementation of the pilot proposal and upon future needs for operating the facility;

- the desirability and effect of providing space in state facilities to day-care providers at no cost or below actual cost.

Many of the following findings of this report provide support for the claims that a near-site center enhances worker productivity and efficiency. In addition, this report demonstrates that child care and job output can be linked.

- Based upon a survey of employee users absenteeism, tardiness, and leaving work early because of child-care difficulties have been reduced as a result of Kids' Play, the pilot day-care center.

- It was found that the hours at the center have had a positive effect on employees' scheduling flexibility.

- Near-site child care has a positive effect on productivity.

- The center has increased employees' ability to concentrate at work by removing the worry and frustration of having children in an inadequate child-care situation.

- The location of the center has had a positive effect on employee satisfaction with the center.

- The employees feel that the center has provided high-quality, reliable care.

- The employees have some concerns about the current physical facility.

- Employees have been satisfied with the current fees.

The Wisconsin pilot day-care center for the children of state employees has given the State of Wisconsin a positive image as a model employer. The day-care community, personnel directors, and employee assistance program coordinators stated there should be continued and expanded day-care services.

Based upon the experience with the pilot project, after initial start-up costs are provided the State should provide space to day-care providers when it is available. The pilot project shows one way to begin to address the child-care needs of state employees.

*Laura Saterfield
Day-Care Coordinator
Wisconsin Department of Employment
Madison*

Thank you for bringing the crucial issue of child care (August 1987) into the forum. I am a full-time working father whose wife must work full time also if we are to afford our middle-class home. Your editorial report on positive and negative aspects of child care as a workplace issue literally touched home—not to mention our day-to-day lives.

Yes, it certainly is worth worrying about. One particular reason why was

found in a recent issue of *Fortune*: "working parents leave one half-million pre-school children at home alone at least part of the day." That is an appalling figure, not to mention a grossly negligent practice that leaves such parents potentially liable.

Hopefully more corporate executive officers who are in the child-rearing years will bring "children care" as day care to a higher and deserved priority.

*Paul J. Gammarano
Staten Island, New York*

Recognized Excellence

I was very impressed with Rick Lester and Donald Caudill's article "The Handicapped Worker: Seven Myths" (August 1987). Because of their sensitive and informative treatment of this subject this was an excellent article that I will put to good use.

Thank you for putting out such an important publication as *Training & Development Journal*.

*Theresa Mahoney
Corporation for Supported Employment
Glastonbury, Connecticut*

Clarification

"The Wilderness Lab Comes of Age" by Janet Long in the March 1987 issue inadvertently failed to credit Corporate Adventure (P.O. Box 2733, Reston, VA 22090) with the development and ownership of certain copyrighted material used in the article.

"Issues" is compiled and edited by Patricia Fitzgerald. Send your viewpoints to: Issues, Training & Development Journal, 1630 Duke St., Box 1443, Alexandria, VA 22313.

Tell Us What You Think

Who should do the training? The line manager *knows* the job tasks at hand. He or she knows what's expected and what can go wrong. Many feel that line manager training ties business and education interests more closely together. But what about the professional trainer who studies up on the proper techniques to train, who joins organizations like ASTD and reads periodicals like the *Journal*? These professionals make a career out of teaching people in the business environment. Which one should corporations rely on?

We'd like to hear your opinions. Send your viewpoints to "Issues," *Training & Development Journal*, 1630 Duke St., Box 1443, Alexandria, VA 22313.

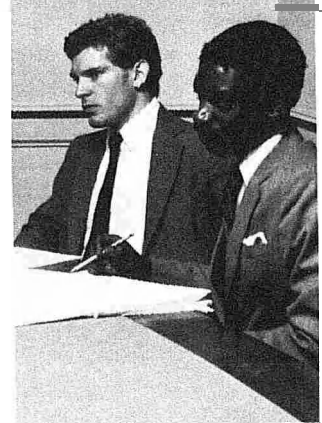
STOP, LOOK, LISTEN



The art of effective people managing requires the cultivation and refinement of critical management skills. Britannica's dramatic new video series, **Managing People Problems**, gives managers the skills they need to:

- **STOP** problems that occur when employees feel stuck on a job plateau
- **LOOK** at how employees' personalities affect work output and
- **LISTEN** to what employees are really saying

Using dramatizations from real situations, **Managing People Problems** shows managers how to effectively meet workplace challenges.



Motivating Employees: Trapped on a Plateau outlines the four steps required to motivate employees who feel stuck on plateaus. The manager will learn how to diffuse employee resentment, how to develop solutions with the employee, and how to develop problem-solving commitment on the part of the employee. 18 minutes.

Dealing with Different Personalities allows managers to cut through the jargon of personality labels and deal with the person—not his task. The video shows how effectively treating problems which stem from personality differences will render a cooperative work environment. 16 minutes.

Are You Really Listening? explains how managers can cultivate the skill of active listening—listening not just to what is said but to the underlying feelings and attitudes of the speaker. The program also looks at three individuals who represent the most common listening faults: the "presumer," the "selective listener," and the "partial attender." 15 minutes.

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