Last year, the COVID-19 pandemic unapologetically pushed the world into a new type of work experience. Then, the Learning and Development (L&D) unit quickly pivoted its operations, levered technology, and engaged creative learning solutions to ensure UBalt’s talent community had the necessary tools to thrive within and through the “new normal.” This year, L&D fine-tuned operations to continue a steady flow of learning!

We established a new delivery model for the Employee Development Academy. The monthly professional development seminars ran from February to May 2021. The seminars provided seventy-five-minute of knowledge-building discussion to enhance the personal and professional well-being of employees.

As we continued to adjust to the effects of COVID-19, the University officially moved into a hybrid work model in Fall 2021. L&D coordinated a Supervisors’ Forum to assist leaders with excelling in a hybrid work environment.

The forum consisted of three discussions focused on managing expectations, performance, and work plans; navigating and sustaining a hybrid work environment, and ensuring equity in the hybrid workplace.

Our JEDI (Just, Equity, Diversity, & Inclusion) platform held four dynamic virtual conversations for staff, students, and faculty. In Fall 2021, UBalt entered into a collaborative partnership with the University of Maryland Baltimore County. The partnership allowed both institutions to maximize resources and deliver enriching and empowering discussions.

Peruse the following to see how we provided a steady flow of learning in 2021.

Zandra D. Rawlinson
Zandra D. Rawlinson, Ed.D.
Associate Director
Learning & Development
In 2021, the Employee Development Academy moved to monthly professional development seminars from February 16 to May 9, 2021. Each month discussed a different seminar topic for seventy-five minutes via ZOOM. All seminars were available to University of Baltimore employees and other University of Maryland (USM) employees.

<table>
<thead>
<tr>
<th>Topic/Title</th>
<th>Facilitator</th>
<th># of Participants</th>
</tr>
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</table>
| Understanding Micro-Aggressions                                          | *Mark Bell*  
Assistant Director, Diversity Initiatives,  
Office of Law Admissions  
University of Baltimore                                                      | 22                |
| Invisible Disabilities: The Truth Revealed                                | *Karyn L. Schulz*, Ed.D.  
Director, Disability and Access Services,  
University of Baltimore                                                       | 20                |
| Money Matters: Moving Forward in a Changing World                         | *Mark Rossbach*, CPA  
MetLife                                                                      | 20                |
| Post-COVID: Preparing Yourself for another “Different” World of Work      | *Nicole K. Palmore*  
Director, Diversity, Inclusion, and Intercultural Learning  
School of Nursing  
University of Maryland, Baltimore                                               | 220               |

Total # of Participants - 282
LEADERSHIP DEVELOPMENT

Fall 2021, UBalt returned to campus as a hybrid work model. To assist supervisors, managers, and other leaders with the transition the Learning and Development unit established a virtual Supervisors’ Forum: Excelling in UBalt’s Hybrid Workplace. The three-part learning series took place consecutive Wednesdays in September and provided leaders with critical information to excel in a hybrid campus workplace. For session one, only UBalt employees attended; the other two sessions were open to UBalt and other USM employees.

Session 1: Managing Expectation, Performance and Work Plans

Facilitators:

Sally Reed, MBA
Associate Vice President
Human Resources
University of Baltimore

David Elliott
Employee Relations Specialist
Human Resources
University of Baltimore

Session 2: Navigating and Sustaining a Hybrid Work Environment

Facilitator:
Olacy Lawyer, MPA
Consultant
Live to Speak Out Loud

Session 3: Ensuring Equity in the Hybrid Workplace

Facilitator:
Zandra Rawlinson, Ed. D.
Associate Director,
Learning & Development
University of Baltimore

# of Participants
13
30
50

Total # of Participants - 93
JEDI (Justice, Equity, Diversity, & Inclusion): The Virtual Conversation is a collaborative partnership between the University of Maryland Baltimore County and the University of Baltimore. The partnership provided a creative venture to maximize resources and create community connections for staff, faculty, and students. Enriching and action-oriented dialogues empowered the work and academic communities. A total of four dialogues were held in Spring and Fall 2021 semesters. They produced a combined total attendance of 409.

**Black Women and Hidden Workload**  
(Spring 2021, 350 participants)

**Your Role in Co-creating a DEI Culture**  
(Fall 2021, 33 participants)

**Allyship: An Advocacy Power Tool**  
(Spring 2021, 16 participants)

**Beyond Issue Spotting: Tools to Support DEI Change**  
(Fall 2021, 10 participants)

Total # of Participants - 409
USM Professional Development Week (June 7-11) - in collaboration with the USM Training Committee, we established the first system-wide professional development conference. Utilizing the Hopin virtual platform, employees attended a three-day conference with four learning tracks – Workplace Productivity, Personal Leadership, DEI, and Wellness. Each learning track offered four workshops. 35 UBalt employees attended the conference week.

National Health Education Week (October 18 - 22) - Employees were able to participate in a variety of health and wellness classes to increase awareness of major public health issues and learn ways to prevent chronic illness, increase mental and physical strength and resilience, and enhance the overall quality of life in our communities. During the week employees had opportunity to engage in a wellness challenge and participate in six different workshops. Twenty-three (23) UBalt employees participated.

New Employee Orientation (NEO) - Virtual-live NEO started in March. The sessions were 1.5 hours in length and the guest speakers represented HR Operations, Office of Technology, Staff Senate, Learning & Development, and Compliance. Thirty-eight (38) new hirers participated in three NEO sessions (March, 12 participants; September, 16 participants; and November, 10 participants).
Knowledge Boards for Employees - A central platform created for university employees to share internal knowledge and information across divisions, departments, schools, and positions. The platform serves as an avenue to secure institutional knowledge. Each knowledge board has an electronically curated list of resources (i.e., articles, videos, courses, websites) for an identified subject area. The lists are organized by title, provider, link, delivery type, length, and description. All knowledge boards are located on the Human Resources SharePoint site.

New Hire Onboarding Checklists - HR and the Office of Technology Services collaborated to design checklists for new employees and supervisors. The checklists itemize specific actions the new employee and the supervisor need to complete within the first 100 days of employment. These actions are divided into seven areas - After Acceptance of Offer, Prior to the First Day, On First Day, First Week, 30 Days, 60 Days, and 90 Days, The checklists are available on the Human Resources SharePoint site.

2021 ushered in another year of uncertainties, yet the Learning and Development unit maintained a steadfast approach in providing learning experiences for the continued elevation of the talent community. We continued to leverage technology and collaborative resources so that all employees could thrive within a hybrid work model. We look forward to what 2023 will bring!
Learning and Development

2020 ANNUAL REPORT

Prepared by
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