

Training Directors Roundtable #3 –Sheraton Baltimore City Center Hotel

Moderated by: Gary Spivey, Maryland Office of Legislative Audits
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Creative Training

California developed a game “Learn How to Conduct an Audit” for new auditors. The game has lots of graphics and looks professional. Making the learning fun is key.

Illinois suggests that after you give people a break, spend about 5 minutes on something other than what is being taught to give those late comers back to class and chance to get settled and this way they don't miss out on any of the hard topics. One idea is to play games like “list 10 things wrong with this picture.”

Curriculum and classes

Maryland has classes on TeamMate, intro to GAGAS, overview of state government, internal controls, evidence, budget process, procurement and credit card purchases.

GATI offers intermediate training.

New Jersey has specialized classes on Medicaid and fraud.

Succession Planning

How do you prepare current staff for leadership roles? Baby boomers will be retiring and will leave many vacant spots.

Pennsylvania has a mentoring program for younger employees to take advantage of the knowledge of the older staff.

Arizona also does a mentoring program to ensure the knowledge is passed on.

Have leadership development programs for manager levels and above to make sure skills are developed.

California has changed their mindset from promoting from within to looking at outside hires.

Marcia indicated that at GAO there are some people with so much knowledge that they will be in trouble when these people leave and take the knowledge with them.

What about “shadow programs?” This means you would have to select the person well before the person is gone so the shadower can learn.