MORRISON & FOERSTER LLP BUSINESS SECRETARY RETENTION TRAINING PROGRAM.

Summary

After completing a needs analysis, it was determined that the business secretaries would benefit from a long term yet focused training and retention program. With the help of the Secretarial manager from the Palo Alto office and with the blessing of the Headquarters offices we began a pilot program to reeducate the business secretaries on their tools.

The subjects that were covered ranged the entire MS Office 2002 suite, The MacPac v. 9 application and included the use of peripherals, such as scanner beds, blackberries, palm pilots and cell phones.

Target population

The pilot program was focused specifically at the Business secretaries in Palo Alto, (a population of approximately 20 people.) However, depending upon the success of the program it was to be modified and then expanded to include all existing litigation secretaries for the west coast and then eventually for the entire company.

Morrison & Foerster's population of legal secretaries numbered over 1200 on the west coast alone. The nationwide numbers are estimated at approximately 4500 for the litigation secretarial support.

Duration of the project

The project lasted approximately 3 months. The classroom offerings were offered at least three times a week, with three separate tracts: Overview (Basic), Review (Intermediate), Power Users (Advanced)

Programs used for Development

Because the retention and training program was classroom based the programs, the development tools were primarily the MS 2002/2003 software suite. The scheduling program used for the class rosters was Aspen "Click2Learn".

The assessment testing and summative evaluation software used was Web Surveyor. all of the results were quickly and efficiently transported to HR as well as to the respective managers.

Deployment Methodology

The intent of the program was re remove the students from a stress- work related environment the focus of the deployment methodology was on Classroom based instruction. In addition to the classroom focus, we had the addition of "homework" which was focused on journal keeping and teamwork outside of the classroom. Lastly to shore up all of this newly acquired information we included QRG's (quick reference guides) at the end of each session for solidifying the attendee's newly acquired information.