Berkeley Campus Shared Services | CSS RA Contributors – Giselle Jordan // Cara Lyn Giovanniello // Chris DeMarco

PROFESSIONAL DEVELOPMENT

PROGRAMS OF EXCELLENCE

RAPDP RA Professional Development

RAMP RA Mentoring Program

COACHING Fundamentals

CONSULTATIVE Skills

BUDDY Program

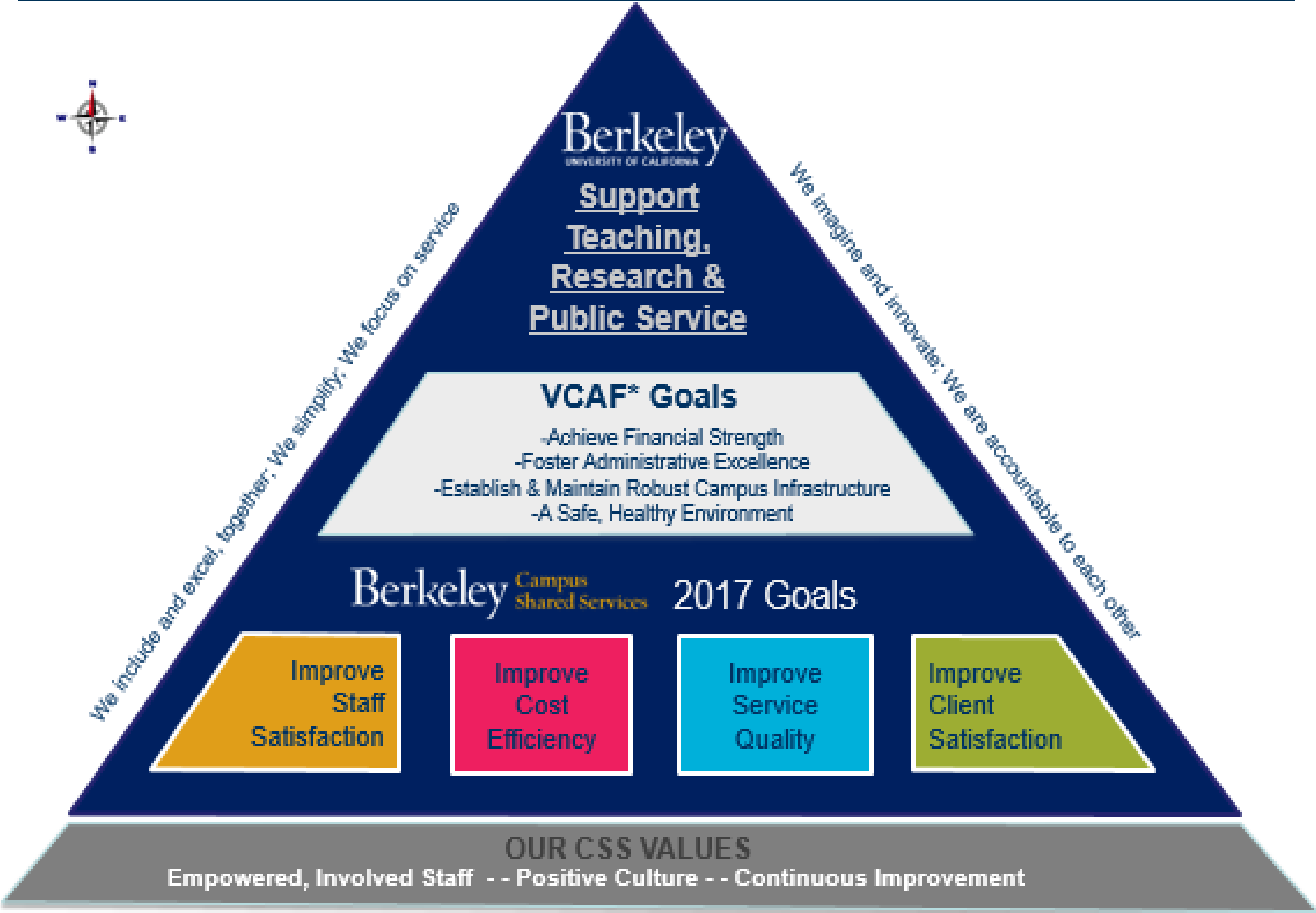**CRA** Certified Research Administrator

EMPOWERMENT & RECOGNITION

"When we act together as one, we are working towards a higher level of success with support and encouragement of one another, and coming together as a team to be the change."
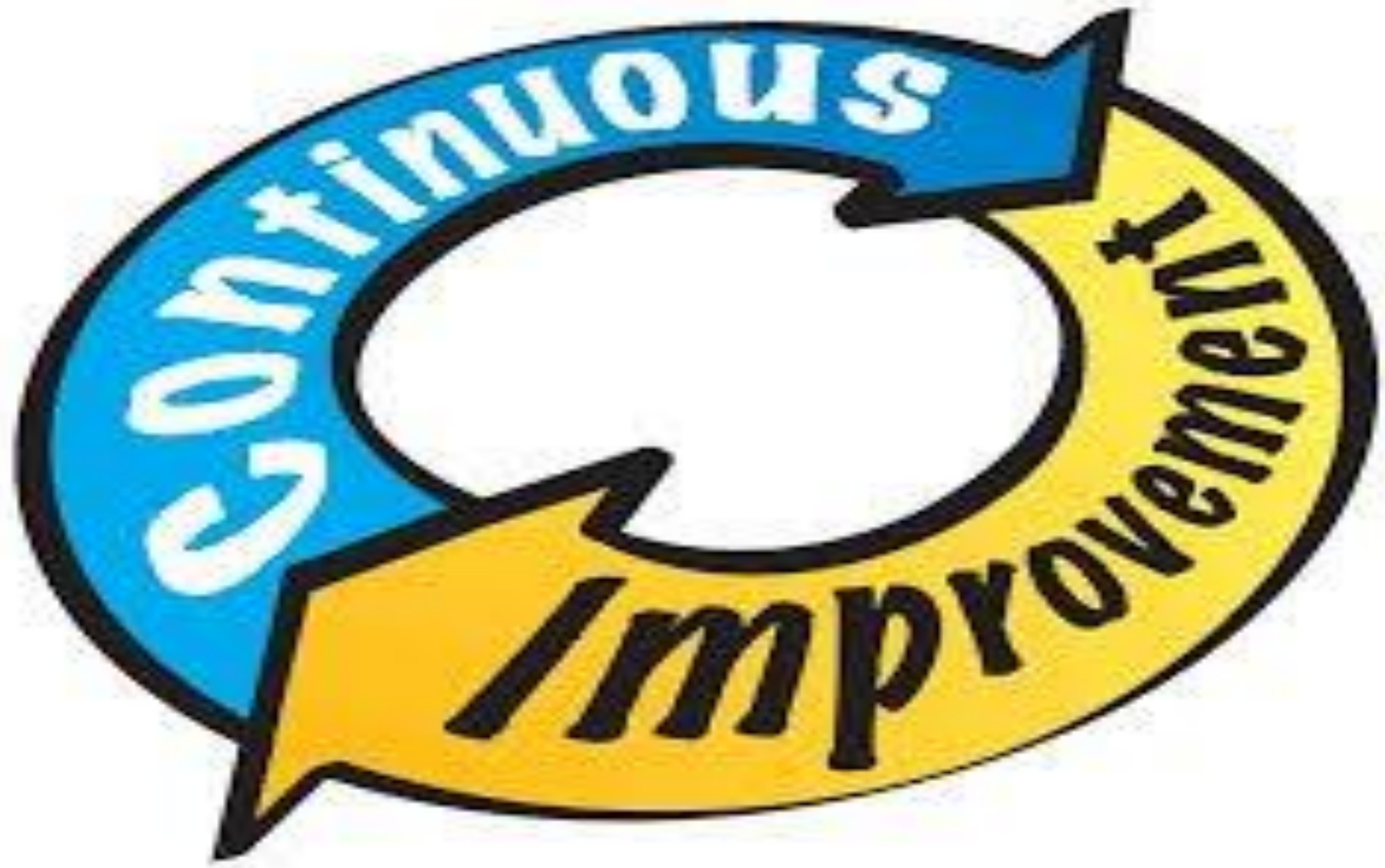
~ Giselle Jordan, SPH RA

- **Wiki Tiki Mug** – Wiki-thon participants
- The **"YOU ROCK"** Rock – QB3
- **"High 5s"** and **STAR** Awards

CSS TRUE NORTH GOALS

CONTINUOUS IMPROVEMENT

OUR METHODS

- Service Improvement Meetings / collaboration across functions

- BRUNCH and LEARN – FSREP, Summer Salary, Closeouts

- RA WIKI & WIKI-THON

- Plan-Do-Check-Act (PDCA)