

# ***MGM Grand University***

## **Mission Statement**

MGM Grand University serves to align its learning and development practices with the company's strategic business initiatives. In doing so, we focus on playing a key leadership role in researching, benchmarking, developing, implementing, and evaluating learning programs that maximize human capital performance. We strive to sustain a high-performance learning organization that understands the value of its human capital investment in driving future business success. By providing countless career pathing opportunities at all levels, committed employees can achieve long-term career goals.

## **Strategic Integration of Learning into Property Business Plans**

MGM Grand University serves to align company-wide learning and development practices with strategic business initiatives. Through the establishment of highly collaborative and credible relationships with senior level executives, management, business partners, academics, and industry leaders, the University is positioned to strategically support changing business needs across multiple properties. The University is the center for researching, benchmarking, developing, implementing, and evaluating learning programs that maximize human capital performance, grow internal talent and bench strength, retain the best talent, and proactively prepare the company for long-term success.

## **Department Overview**

MGM Grand University serves over 23,000 employees at four MGM Grand Resorts properties. We provide shared services from a central campus at the MGM Grand Hotel and Casino, but also operate satellite campuses at the Luxor Hotel and Casino, Mandalay Bay Resort and Casino and The Signature at MGM Grand. Employees have the ability to enroll for upcoming courses through the company's Intranet sites as well as through the University's website (<http://university.mgm.net/>). Several Kiosk stations have been set-up in convenient locations for employees to simplify the process of enrolling for an upcoming class. This simple process has allowed employees to not only enroll for an upcoming course but also view the courses they have already attended and courses they are scheduled to take. Additionally, through our online partner, Skillsoft, employees take soft-skills and computer-based courses 24 hours a day, 7 days a week from any department computer or from home.

Through the use of several delivery options, including online, web-based and classroom-driven training, we provide training and development options for our target clientele. We have a team of 27 full-time training professionals as well as on-call staff dedicated to delivering high-quality training and employee development solutions.

## University Offerings

MGM Grand University offers a myriad of courses for employees at all levels. A list of course/program offerings are below:

- New Hire Orientation
- Life Skills Development Courses
- Tuition Reimbursement
- GED
- Guest Service Training (University for Service Excellence)
- Workplace English
- Management On Boarding (8 day training focusing on all aspects of new manager's role)
- Management Development Modules (Being an MGM MIRAGE Leader, Strategies for Resolving Workplace Conflict, Leveraging the Power of Emotional Intelligence, Managing Generations in the Workplace, etc.)
- Online Leadership Courses
- Career Advancement Programs (REACH-line employees, Inspired Leadership-line employees at The Signature only, Management Academy-supervisor and assistant managers, Management Associate Program-for recent college graduates, and Leadership Institute-executive level employees)
- Online BS Degree in Strengths Based Management (partnership with Bellevue University, The Gallup Organization, and MGM Grand University)
- Computer Based Training (both classroom and online)

### **e-Learning**

Through our online training provider, Skillsoft, each year MGM Grand University selects numerous online classes based on technical skill building needs, business needs, and required management competencies. In order to participate in the online training, employees must attend a one-hour eLearning course to gain the tools necessary to complete courses on-line.

### **Software Application Online Training**

1. Microsoft Word
2. Microsoft Excel
3. Microsoft PowerPoint
4. Microsoft Access
5. Microsoft Outlook
6. Windows Fundamentals

### **Leadership Based Soft Skill Training**

These online leadership development classes target critical core competencies for supervisor, manager, and director level employees. Topics to be determined for 2008:

**TBD for 2008**

Received Training Top 100 Award in 2006 --- ranked #29

Received Training Top 125 Award in 2007 --- ranked #28