The BRIDGE

BREAKING SILOS, BRIDGING GAPS

WELCOME TO OUR FIRST EDITION OF — THE BRIDGE

After arriving at New Mexico State University in July 2023 as the Director of the Center for Learning and Professional Development (CLPD), I spent a great deal of time listening to senior administrators, deans, chairs, faculty, directors, managers, staff, and student workers to gain a better sense of how CLPD can support the learning needs of employees.

As with most training and development departments, employee training needs will change as the organization changes. With NMSU being a complex organization, a cookie-cutter approach to employee training and development is not feasible.

During the last few months, CLPD team members worked together to re-envision CLPD's mission, methods, products, and pillars to create an infrastructure that can support employee learning that aligns with LEADS 2025 – Goal 4: Building a Robust University System.

Our 2024 priorities include fostering workplace learning for employees (new and existing), divisions, departments, and units by:

- Identifying, assessing, and developing essential competencies which contribute to effective and efficient workplace culture.

- Providing employees, units, departments, and divisions, with services, tools, and resources that contribute positive workplace culture.

- Empowering high-potential and high-performing employees with leadership development opportunities.
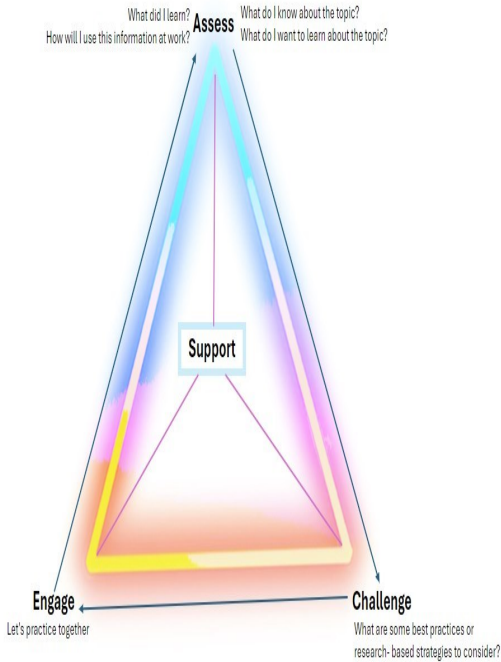
From the Director – Dr. Vanetta Busch

INSIDE THIS ISSUE

SPECIAL POINTS OF INTEREST

- Celebrating Black History
- Put Me In Coach, I'm Ready!
- Leadership Assimilation
- Lunch & Learn: Performance Coaching

The graphic shows a pyramid with: **Assess** at top (What did I learn? How will I use this information at work? What do I know about the topic? What do I want to learn about the topic?), **Support** in the center, **Engage** at bottom left (Let's practice together), **Challenge** at bottom right (What are some best practices or research-based strategies to consider?)

OUR METHOD

(The graphic to the left is explained here)

When attending workshops offered by CLPD, participants will know, learn, and grow.

Assess. First, we identify what the participant knows and what the participant wants to learn when they attend a workshop or training session.

Challenge. Then, we challenge participants to explore new ways (research-based/best practices) to approach the learning activity.

Engagement. Next, we provide time for the participants to practice what is learned or share thoughts and ideas.

Assess Again. After the learning experience is over, we will assess what the person has learned and how they plan to use the information moving forward.

Support. We support the learner throughout the experience.

"Work hard in silence, let your success be your noise" *Anonymous*

Primary Partners

EHS & RM, PSL, Digital Learning, and Teaching Academy

Secondary Partners

DACC LRN, RMR, Fire Department, MarComm, and OIE.

Tertiary Partners

Registrar, Advancement, Military & Veteran's Program, Cancer Research, SPA, Admin & Finance, Youth Programs, Library, OEL, Treasury, Facilities, Chancellors Office, Research, Provost Office, HRS, OPR, ASNMSU, Purchasing, and ICT.

If you are interested in becoming a partner or upgrading your current partnership with CLPD, please email trainingcentral@nmsu.edu.

OUR TRAINING CENTRAL PARTNERS

Although CLPD administers Training Central and most of NMSU employee trainings are housed in Training Central, CLPD may not be the sole creators or owners of the content. In some cases, CLPD partners with subject matter experts (SMEs) to design an engaged learning experience, while other training departments design & develop their own training content. When trainings are housed in Training Central, it becomes part of the official employee record. CLPD has three types of Training Central partnerships: primary, secondary, and tertiary.
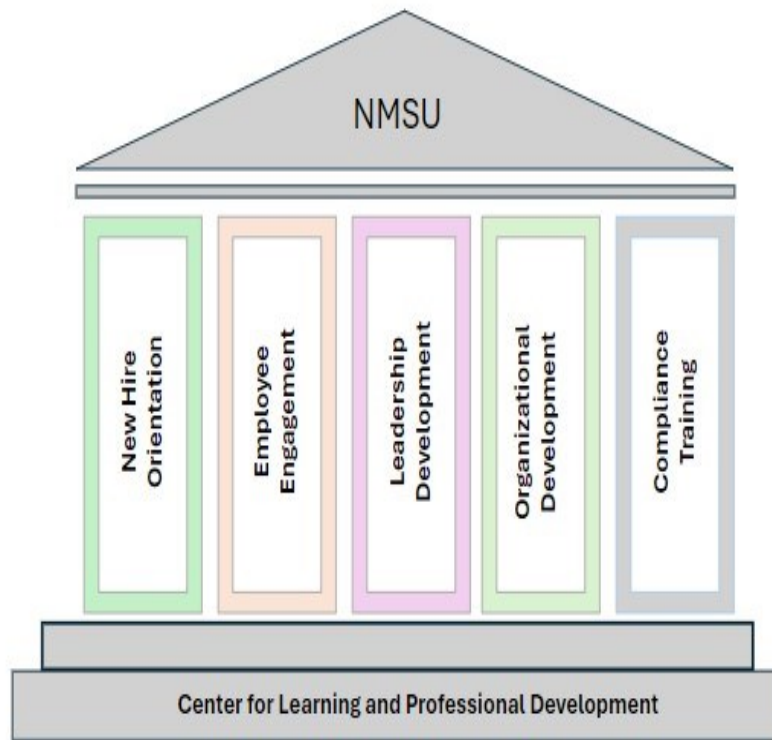
Primary Partners

Our primary partners are domain administrators. They create their own training content and control the set up and notifications for their domains and help determine user needs and system configuration for their respective areas within Training Central.

Secondary Partners

Our secondary partners also create their own content but have catalog administrative rights only in Training Central. They create courses, schedule offerings, and manage class rosters.

Tertiary Partners

Our tertiary partners' Training Central records are fully administered by CLPD. We collaborate with many of these partners on the design & development of the training.

NMSU

New Hire Orientation | Employee Engagement | Leadership Development | Organizational Development | Compliance Training

Center for Learning and Professional Development

OUR PILLARS

There are 5 pillars by which CLPD supports NMSU.

1. New Employee Orientation (NEO). In collaboration with Benefits, Health & Wellness, and ICT, CLPD provides new employees with an overview of NMSU and highlights of the organization's mission, vision, values, and ways to stay connected. Additionally, it supports new hires with their benefits and onboarding activities. NEO is offered twice a month.

2. Employee Engagement. Employee engagement is vital to NMSU's success. An engaged workforce is a productive workforce. CLPD offers different employee engagement activities that fosters open communication, support, and community for employees in similar roles.

3. Leadership Development. Historically, CLPD has supported leadership development by promoting the Aggie Leadership Training Academy (ALTA) for aspiring and current leaders. CLPD offers workshops throughout the year for current leaders. This year, we've added a leadership assimilation lab for leaders to practice certain leadership skills.

4. Organizational Development. CLPD offers tailor-made facilitated sessions for units, departments, and divisions as they seek to improve workplace culture and improve processes.

5. Compliance Trainings. Annually, CLPD partners with various departments to ensure that employees are provided with relevant trainings to meet NMSU compliance status.

OUR PRODUCTS

We offer a full-range of training products to meet the needs of our employees.

- Quick Reference Guides (QRG)
- Web-Based Trainings
- Microlearnings
- Instructor-Led Trainings
- Job Aides
- Manuals
- Toolkits
- Training plans
- Handbooks
- Playbooks

BLACK PROGRAMS

Cecil Rose,

Director

CELEBRATING NMSU BLACK HISTORY MONTH!

According to the Fall 2023 census from Institutional Analysis, there are 392 black students, 20 black faculty, 43 black staff, 14 black graduate students, and 44 black student workers. Although they represent a small percentage of the minority community, CLPD wants to recognize your contribution and support.

In Honor of Black History Month, Cecil Rose, Director of Black Programs, has planned multiple events to create space for black students to connect with each other. If time permits, please show your support by attending.

For more information, please click here: **https://blackprograms.nmsu.edu/index.html**

EMPLOYEE ENGAGEMENT

ALTA is now accepting applications for the 2024 Cohort.
For more information, please click here: **https://training.nmsu.edu/alta/index.html**

PUT ME IN COACH — I'M READY!

While onboarding Julie Carroll, a new Training Specialist in the CLPD department, we had the pleasure of running into the new NMSU head football coach, Tony Sanchez. We asked Tony if he would be interested in facilitating sessions with our leaders and employees, and he agreed. In the mean time, I'll share relevance.

Why is this important?

According to the 2022-2023 Annual Leadership Development Survey, the No. 1 priority skill for leadership development is coaching and communication. As a matter of fact, high performing organizations are positively transforming their culture by creating a coaching atmosphere.

One of the survey respondents indicated that "leaders/managers re-think their roles and truly understand the importance of influential leadership over command and control."

Since 2015, NMSU's has been committed to developing current and aspiring leaders through ALTA—Aggie Leadership Training Academy. This year, the program will include developing peer coaching and performance coaching skills.

Advance your leadership skills so you can be ready for the next opportunity and apply for ALTA.

Application Deadline: Feb 16

Are you ready to develop leadership skills?

Are you ready to come off the bench and level up?

If yes, apply for the Aggie Leadership Training Academy.

EMPLOYEE TRAININGS

FROM DISTRESS TO DE-STRESSED

Admit it. The demands of our jobs can be very stressful and so can the demands of life. If we don't find ways to relieve this stress, we could face serious personal and professional consequences. Take some time away for yourself and join us to discuss and experience stress-relieving activities that you can use to help you relax, refocus, and renew your peace of mind.

Dates Offered	Times	Type	Registration Link
02/06/2024	2:30 p.m.—4:30 p.m.	Instructor-Led	https://bit.ly/FDDS020624
02/22/2024	9:00 a.m.—11:00 a.m.	Virtual	https://bit.ly/FDDS022224

GOAL SETTING

What is a goal? Well…it's…ah…um…something we have to do for the performance evaluations? A goal is an observable and measurable end result having one or more objectives to be achieved within a more or less fixed timeframe. Writing clear and understandable goals is a learned skill that doesn't have to be intimidating. At the end of this workshop, you'll walk away with the skill and confidence needed to write clear and concise professional goals that you'll be able to manage.

Dates Offered	Times	Type	Registration Link
02/08/2024	9:00 a.m.—11:30 a.m.	Virtual	https://bit.ly/GS020824
02/20/2024	9:00 a.m.—11:30 a.m.	Instructor-Led	https://bit.ly/GS022024

LUNCH AND LEARN: Prioritizing the Past, Present, and Future of tiME

At the end of the word time is ME. How do you prioritize YOURSELF? This lunch and learn, participants will: define time management, discuss reasons people are late or miss deadlines, assess personal time management skills, identify elements of a plan and the process of planning, and explore the 4 PCs for Time Management.

Date Offered	Time	Type	Registration Link
02/09/2024	12:00 p.m.—1:30 p.m.	Virtual	https://bit.ly/LLPPFT020924

TIME MANAGEMENT

How do you manage your time at work? This informational and interactive workshop will examine some benefits of effective time management. Also, participants will be introduced to tools, tips, and techniques for managing time.

Dates Offered	Times	Type	Registration Link
02/14/2024	1:30 p.m.—4:00 p.m.	Virtual	https://bit.ly/TM021424
02/20/2024	1:30 p.m.—3:30 p.m.	Instructor-Led	https://bit.ly/TM022024

CUSTOMER SERVICE

Are you a Customer Service Ambassador for NMSU? Exceptional customer service is a feeling and whether the customer leaves with a good or bad feeling depends on you. This informational and interactive workshop explores the fundamentals of communication, the basics of Customer Service, and what it means to be a Customer Service Ambassador.

Dates Offered	Times	Type	Registration Link
02/15/2024	1:30 p.m.—3:30 p.m.	Instructor-Led	https://bit.ly/CS021524
02/28/2024	1:30 p.m.—3:30 p.m.	Virtual	https://bit.ly/CS022824

Leadership Assimilation Lab:

Come with Problems,

Leave with Solutions!

Performance Coaching

February 16, 2024

12:00 p.m. to

1:30 p.m.

LEADERSHIP TRAININGS

LUNCH AND LEARN: Performance Coaching

Performance coaching increases employee engagement, strengthens collaboration in the workforce, develops the employee, and increases employee responsibility. During this lunch and learn, leaders will define coaching, review the steps to plan, prepare, and conduct a performance coaching session.

Date Offered	Time	Type	Registration Link
02/16/2024	12:00 p.m.—1:30 p.m.	Virtual	https://bit.ly/LLPC021624

LEADERSHIP ASSIMULATION LAB: Take a Break and Collaborate

The leadership assimilation lab provides a place where current NMSU leaders can bring their people or task-related problems, collaborate with other leaders in problem-solving techniques, and practice implementing the solution in a safe space.

Date Offered	Time	Type	Registration Link
02/21/2024	1:30 p.m.—4:00 p.m.	Instructor-Led	https://bit.ly/LA022124

ENCOURAGING EXCELLENCE IN TEAMWORK

Increase the productivity of your team by creating a strong foundation of communication, strategy, and measurements. This short course introduces managers and team leaders to the symptoms and causes of dysfunctional teams and provides solutions for improving team cohesiveness and productivity.

Date Offered	Time	Type	Registration Link
02/22/2024	1:00 p.m.—4:00 p.m.	Instructor-Led	https://bit.ly/EET022224

GENERATING IDEAS THROUGH BRAINSTORMING

You probably know that brainstorming is a good way of generating ideas quickly. But did you know that there are many types of brainstorming techniques? And did you know that you need to have keen facilitation skills to successfully run a brainstorming session? This hands-on session will introduce you to some brainstorming techniques you can use to generate ideas within your team while also allowing you a chance to practice key facilitation skills in a safe, constructive environment. You'll learn brainstorming processes such as unstructured brainstorming, affinity diagramming, nominal group technique, piggy-backing, mind mapping, and reverse brainstorming.

Date Offered	Time	Type	Registration Link
02/27/2024	8:00 a.m.—12:00 p.m.	Instructor-Led	https://bit.ly/GITB022724

If you have IDEAS for the BRIDGE, please click here!
https://forms.office.com/r/7wvvZv9Fxj

Thank you for your support!