



June 1, 2024  
Volume 1, Issue 5

# The BRIDGE

## BREAKING SILOS, BRIDGING GAPS

### What's Wrong with Training Central (TC)?

They say a picture is worth a thousand words so.....This is where we are with TC. We went from a rotary phone to a cordless phone but we still are not operating like a smart phone.

**Existing TC users –expect delays.** If need to complete web-based training, expect delays due to the system being slow.

**New TC users—re-routed to Canvas for SET compliance training temporarily.** Although we anticipated slowness with the banner upgrade, we did not know that TC would stop talking with Banner all together. As a result, new hires hired mid-may were not automatically added to TC. With this discovery, CLPD staff tried to manually upload new hires to the system and it took 1 full day to add 10 people. Since new hires have a short window to complete SET compliance training, CLPD partnered with Academic Tech who quickly uploaded SET compliance training to Canvas. New hires will receive an email inviting them to enroll into the training.



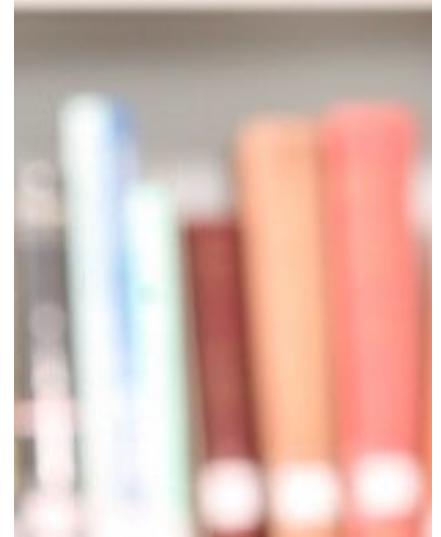
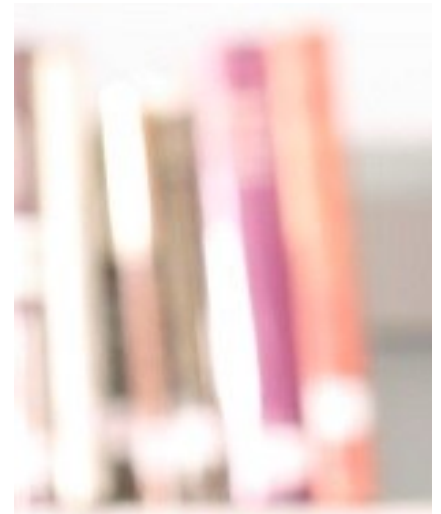
**What about other required trainings for new hires?** If your department has other required training in TC and have required deadlines to meet, please email [trainingcentral@nmsu.edu](mailto:trainingcentral@nmsu.edu) and let us know. We may be able to move your training platform to Canvas during this time.

**Why don't we just use Canvas instead of TC?** Canvas is a learning management system and TC is a training management system. For more information, please Each system has a unique purpose. We are exploring this and other options. Canvas may required additional customizations due to our unique needs.

**What are we doing to fix the problem now?** Our IT team will move TC system to a new server with a belief this will fix TC slowness and possible banner integration. We are unsure how long this will take. We apologize for the inconvenience.

**We want to hear from you.** As we anticipate making decisions to support the training needs of NMSU's workforce, we would love to hear your thoughts. Please complete the survey and give us your ideas and recommendations. The survey will be open during the month of June.

**Survey:** <https://forms.office.com/r/3ucrkrN8Xr>



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### Happy Father's Day

Father's day is June 16, 2024. Don't forget to celebrate all those amazing dads who have provided you with guidance, instruction, support, and strength.

# CELEBRATING ADMINISTRATIVE PROFESSIONALS: A DAY OF LEARNING, REFLECTION, AND CONNECTION — DUSTIE BEAVERS



Administrative professionals are the backbone of any organization, often working tirelessly behind the scenes to ensure smooth operations and support for their teams. Recognizing their invaluable contributions, New Mexico State University (NMSU) hosted its first-ever Administrative Professionals Day - Celebration and Workshop on April 24<sup>th</sup>, 2024. This new event was a half-day celebration and workshop dedicated to these unsung heroes, including an array of activities to foster and promote team building and well-being.

## Special thanks to the event committee members

The event was organized by a dedicated planning committee of administrative professionals. A quick shoutout to Dustie Beavers, Alessandro Vasquez, Stephanie Schumacher, Monica Bustamantes, Monica Lury, Jacob Villa, and Riah Preciado for organizing, soliciting donations, working with speakers and caterers, decorating, and all other event management related tasks.

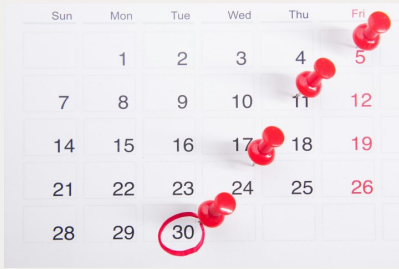
## Special thanks to Leslie Cervantes, NMSU Chief of Staff, keynote and highlights

Attendees eagerly gathered to hear Leslie Cervantes, NMSU's Chief of Staff, kick off the event as she shared her own experience working with administrative professionals, and how she has benefited from their insight, wisdom, and support. Cervantes' speech highlighted the often underappreciated, yet vital contributions of administrative staff across various departments. Next, there was an energizing ice breaker activity, setting the stage for participants to connect and engage with one another. Laughter echoed through the room as colleagues shared anecdotes and bonded over similar experiences, fostering a sense of camaraderie. One of the event's highlights was a panel discussion featuring Dr. Vanetta Busch, Director of the Center for Learning and Professional Development, and Pamela Miller, Executive Administrative Assistant to the Dean of College of ACES. These NMSU staff have extensive experience in the administrative field. They offered practical advice and words of wisdom garnered from their respective journeys. Their stories resonated deeply with attendees, validating their own experiences and sparking lively conversations.

## Training and Development

The workshop also carved out time for mindfulness, an important reminder amidst the hustle and bustle of everyday work life. Participants were guided through a serene hour of relaxation and reflection, allowing them to recharge and center themselves, with the hope that they will continue to practice this as they manage the demands of their roles moving forward. For a first-time event, we had a great turnout, with 37 participants attending in person and 13 joining virtually. Attendees came from diverse sectors, including academic, administrative, and Cooperative Extension Services, reflecting the widespread impact and involvement of administrative professionals across the university. Through insightful discussions, moments of mindfulness, and opportunities for connection, the event honored their contributions while equipping them with the tools and inspiration to thrive in their roles. As they returned to their daily duties, attendees carried with them a renewed sense of purpose and camaraderie, ready to continue making a meaningful impact at NMSU.

# REVISIT YOUR 2024 GOALS: A SMART THING TO DO! – RUBEN DIAZ



It's so common to remark on how quickly time passes that it borders on cliché, but we can't deny the shared feeling of bewilderment that it's already midway through 2024! As we enter June, many of us are still processing and navigating the changes that have taken place across NMSU since January. You may feel apprehensive about reaching this point, or maybe it feels like a fresh start on the horizon? Regardless, June is a pivotal window for leaders to analyze the months past and strategize for what lies ahead.

## So, let's talk about goals...

Do you recall the professional goals you set at the beginning of the year? Have you worked towards those goals or measured progress? Or, perhaps those goals are no longer relevant or need revision due to changing circumstances?

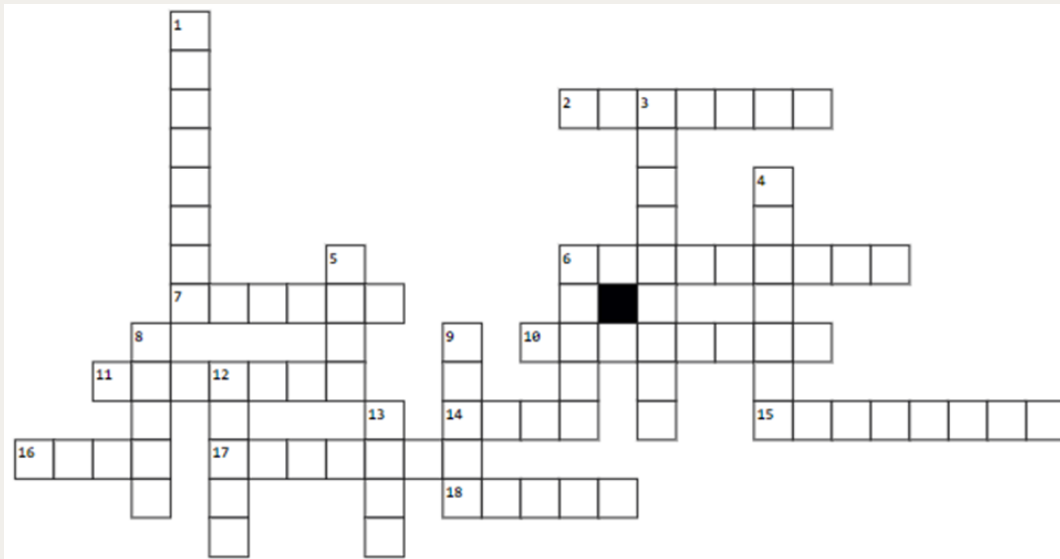
This is an ideal time to refortify your goals and set yourself and those you lead on the right path for the second half of 2024. As always, CLPD is here to support you!

**This month we are offering a SMART goal setting workshop.** This is open to all employees, though leaders of all levels are particularly encouraged to take advantage of this opportunity.

If the date doesn't work for you, please don't hesitate to reach out to us to explore other options. We want to ensure you get the support you need to be successful and achieve your goals!

# SUMMER OF WELLNESS — JULIE CARROLL

Summer is here! This season is filled with opportunities to boost our wellness. In addition to physical benefits, encouraging and practicing daily wellness also contributes to positive employee engagement. Take a much needed break and complete this puzzle, to identify cool ways to care for your mind, body, and spirit during the warm weather!



### Across:

2. Do a \_\_\_\_\_ detox
6. Don't forget to wear \_\_\_\_\_
7. Plant a \_\_\_\_\_
10. \_\_\_\_\_ daily for a few minutes
11. Visit a \_\_\_\_\_ market
14. Take a \_\_\_\_\_ somewhere new
15. Stay \_\_\_\_\_ with fluids
16. Read a \_\_\_\_\_
17. Watch the \_\_\_\_\_ or sunset
18. Have fun or \_\_\_\_\_ in the sun

### Down:

1. Fire up healthy \_\_\_\_\_ recipes
3. Practice \_\_\_\_\_ techniques
4. \_\_\_\_\_ your muscles
5. Spend time with your \_\_\_\_\_
6. Get plenty of \_\_\_\_\_
8. Go for \_\_\_\_\_
9. Spend time in or near the \_\_\_\_\_
12. Listen to \_\_\_\_\_
13. \_\_\_\_\_ to work instead of driving

Answers on page 6



# FOUR CATEGORIES OF ORGANIZATIONAL DEVELOPMENT — HUMAN PROCESSES (PART I) – JENNIFER (JENN) GABEL

In our March newsletter, we provided a high-level look at what Organizational Development (OD) is and how it is being applied at NMSU. The Association for Talent Development (ATD) identifies four typical categories of Organizational Development (OD); Human Process initiatives, Techno-structural initiatives, Human Resource management, and Strategic initiatives<sup>1</sup>.

Together, these categories address how a department works. OD addresses team dynamics and engagement, as well as looking at processes and procedures to optimize efficiencies and effectiveness. Over the next few months, we'll delve a little deeper into each of these categories. Let's start with the Human Process.

**Human Processes** include team building, interpersonal and group approaches, and coaching. Human Processes looks at how team members interact with each other.

Team building is probably the most familiar and is our most often requested facilitation. However, team building is more than just an icebreaker to kick start a meeting. Team building activities serve to bring people together, set expectations, build trust, enhance communication, and yes—

*have fun!*

Communication is another highly sought topic. It can be as simple as determining when to use email vs. chat, or as complex as determining each person's preferred method of communication through personality and temperament styles, such as True Colors.

All of these have one thing in common— they strengthen how teams work together to meet goals.

“Coming together is a beginning; keeping together is progress; working together is success.”

Henry Ford (1863-1947)  
and Edward Everett Hale (1822-1909)

For ways to help your team succeed, register for **Encouraging Excellence in Teamwork** happening in-person June 12<sup>th</sup>.

## Facilitator Training Coming This Summer

This summer, CLPD will offer training for those interested in becoming a team facilitator.

You will learn observation skills, questioning techniques, how to select and develop activities, and tools commonly used in organizational and team development.

To be contacted when training is available or for more information, email Jenn Gabel at: [jgabel@nmsu.edu](mailto:jgabel@nmsu.edu).



<sup>1</sup>What is Organization Development? Association for Talent Development, <https://www.td.org/talent-development-glossary-terms/what-is-organization-development>

Schedule YOUR organizational development facilitation:  
<https://training.nmsu.edu/forms/organizational-development-request-form.html>.

# WHAT'S THE DIFFERENCE AND IMPORTANCE OF TRAINING MANAGEMENT SYSTEMS (TMS) VS. LEARNING MANAGEMENT SYSTEMS (LMS)? – DR. VANETTA BUSCH

Currently, employees have many different ways to obtain information. There are Youtube videos, Google, ChatGPT, and other technological platforms to ensure employees are educated on different topics. These are very beneficial.

## What's the problem with universal information?

My experience working in different organizations, states, and industries has taught me that just because something works at one organization, does not guarantee it will work at NMSU. Further, just because a person learns to do something at one organization does not mean that information will easily translate at another.

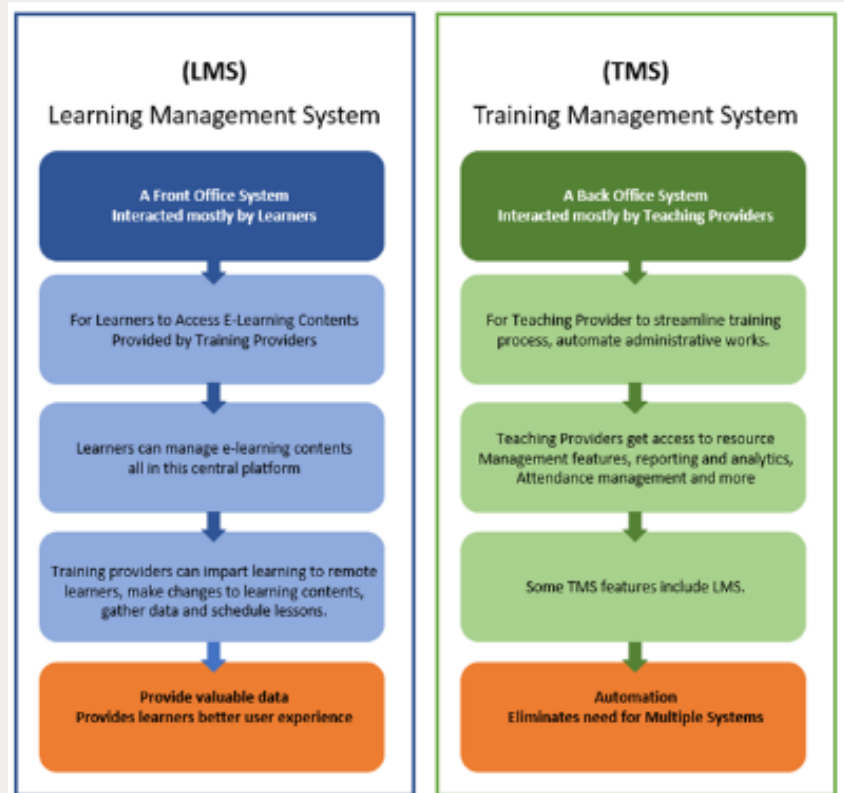
## The importance of organizational training.

Researchers have determined that training and learning helps organizations remain competitive by allowing them to adapt, compete, excel, innovate, be safe, improve service, and reach goals. When training is designed systematically and based on the science of learning, it yields positive results (Arthur, Bennett, Edens, & Bell, 2003; M. J. Burke & Day, 1986; Collins & Holton, 2004; Keith & Frese, 2008; Powell & Yalcin, 2010; Salas et al., 2008; Salas, Nichols, & Driskell, 2007; Salas et al., 2012; pg. 74—75).

Having a strong training management system helps us systematically document, centralize, and decentralized employee learning and professional development.

## TMS vs. LMS

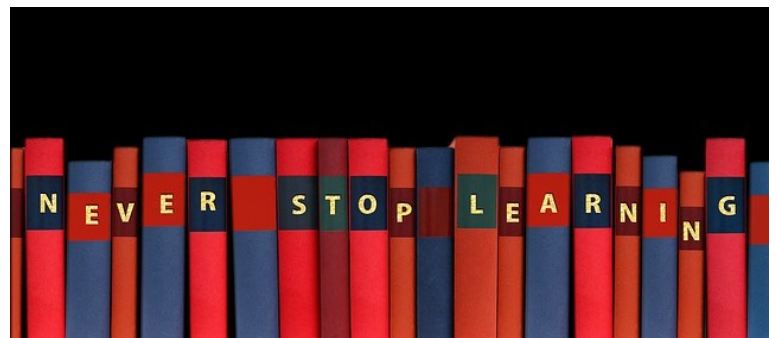
The picture compares training and learning management systems. For example, an LMS is used primarily for learners to learn information. Learners manage their content and learning experience. Whereas a TMS provides the teacher/administrator with an ability to automate administrative work, access reporting and analytics, and automate multiple systems. Don't forget to provide us with feedback on what you believe would be a good TMS.



## COMING SOON

Do you want to learn how to strengthen your training skills? We plan to offer a “TRAIN THE TRAINER” series...

Stay tuned!



## EMPLOYEE TRAININGS

### 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.

<b>Dates Offered</b>	<b>Times</b>	<b>Type</b>	<b>Registration Link</b>
06/11/2024	9:30 a.m.—12:00 p.m.	Virtual	<a href="https://bit.ly/GS0611">https://bit.ly/GS0611</a>

### BUILDING A CULTURE OF APPRECIATION

One of the most important needs a person has is to be appreciated. We all can play a role in meeting this human need. This is especially important within an organization, and the research is clear: showing gratitude and appreciation has a direct correlation with employee engagement, the employee's commitment to the organization, and organizational goals. This training will cover strategies for showing appreciation and resources available to start building a culture where we show our appreciation for each other easily and often. Participants will receive a workbook, a variety of thank-you cards, and ideas on how to show appreciation.

<b>Dates Offered</b>	<b>Times</b>	<b>Type</b>	<b>Registration Link</b>
06/13/2024	1:30 p.m.—3:30 p.m.	Instructor-Led	<a href="https://bit.ly/BAC0613">https://bit.ly/BAC0613</a>

## LEADERSHIP TRAININGS

### 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.

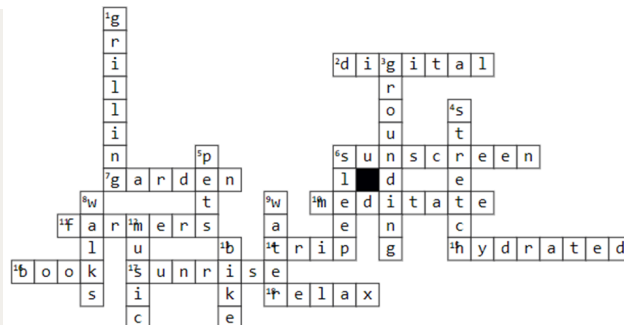
<b>Date Offered</b>	<b>Time</b>	<b>Type</b>	<b>Registration Link</b>
06/12/2024	1:30 p.m.—4:30 p.m.	Instructor-Led	<a href="https://bit.ly/EET0612">https://bit.ly/EET0612</a>

### BUILDING A CULTURE OF APPRECIATION FOR SUPERVISORS

Understanding and meeting the human need for appreciation and recognition is crucial for a thriving organization. Research shows that showing gratitude directly boosts employee engagement, commitment, and organizational success. Supervisors play a vital role in cultivating a culture of appreciation within an organization. However, there's often a significant disconnect between what supervisors think and what employees feel. Studies by Adam Grant and Francesca Gino reveal that while managers believe they are showing enough appreciation, employees often feel underappreciated. Addressing this gap is essential for creating a positive and productive work environment. This training will cover the link between a culture of appreciation and employee engagement, 10 strategies supervisors can use to promote appreciation, and how to communicate appreciation using the 5 languages of appreciation framework.

<b>Dates Offered</b>	<b>Times</b>	<b>Type</b>	<b>Registration Link</b>
06/26/2024	1:00 p.m.—5:00 p.m.	Instructor-Led	<a href="https://bit.ly/BCAS0626">https://bit.ly/BCAS0626</a>

## CROSSWORD PUZZLE ANSWERS



If you have IDEAS for the BRIDGE, please click here!

<https://forms.office.com/r/7wvVzv9Fxi>

Thank you for your support!