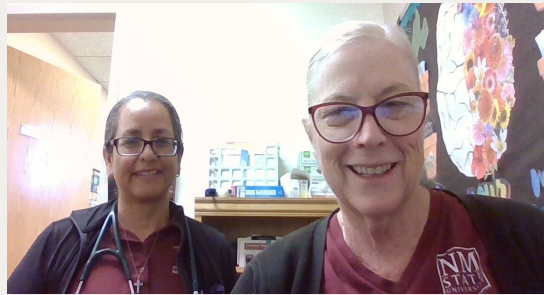




May 1, 2024
Volume 1, Issue 4

The BRIDGE

BREAKING SILOS, BRIDGING GAPS



Thank you to the Department of Student Success Professional Development Committee members Kirsten Holles, Aaron Salas, Eli Valdez, Joseph Molina, Liz Rodriguez, Lorraine Arvizu, Cruzita Montoya, and Robin Curry for organizing a three-part workshop entitled: **Living and Thriving Through Change**. As with any workshop, you can't possibly download all the necessary information within an one hour, however participants were given enough to create a strong foundation for dealing with personal, professional, and organizational change. The following comment resonated with me the most:

"I did not initially see the value of 'change management' but after watching how so many people in the online group needed to process the retirement of the Provost Shoho, I saw first hand how Dr. Busch helped people through the process.

What I have learned about facilitating the 'Living and Thriving Through Change' session is that without a strategy or form of methodology, the change journey can be exhausting, stressful, and unproductive. Thus, "*when we fail to plan, we plan to fail*". Although there are many schools of thought and theories about how to successfully deal with and lead change, I love being a certified Prosci change management practitioner. This knowledge has equipped me with tools and resources to help leaders and groups successfully navigate this process.

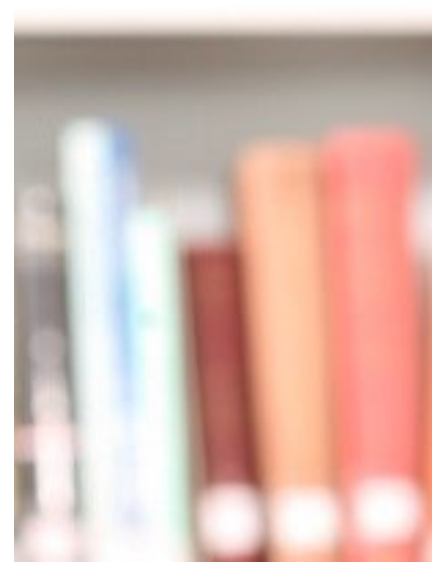
NMSU has and is currently experiencing many leadership, organizational, and systemic changes. We can be equipped to thrive through the change process. Reach out to drbusch@nmsu.edu if you want support for creating a change management plan or fostering change successfully.

-Dr. Vanetta Busch



Thank you to all NMSU employees who are mothers, who find ways to balance work with supporting their families.

A special heart felt acknowledgement to mothers who have suffered the loss of a child. Celebrating this day may not be the same, but know you are not alone!



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SHOWING APPRECIATION AT WORK — DR. CYNTHIA KRATZKE



Dr. Cynthia Kratzke, an NMSU professor in the College of Health Science division, provided CLPD with a great article on showing appreciation. The piece was written by Christopher Litterfield, who stated, "Appreciation, like trust, is relationship-based — each interaction we have with someone either strengthens or weakens that invisible connection. The more we feel appreciated, the stronger those bonds become, and the more tension they can withstand when something challenges them. Consequently, knowing how to build and maintain relationships where people feel appreciated is a foundational skill — one that's important to learn from the very early stages of your career."

For more information, please read the following article at your leisure:
<https://hbr.org/2023/10/simple-ways-to-show-appreciation-at-work>

“Feeling gratitude and not expressing it is like wrapping a present and not giving it” — William Arthur Ward

NEW EMPLOYEE ORIENTATION (NEO) AND ONBOARDING — JAGAN BUTLER

New Employee Orientation (NEO) is offered to Faculty and Staff twice a month. It is the start of the onboarding process and provides an overview and highlights NMSU's mission, vision, and values; ways to stay connected; roles and responsibilities; the benefits package; and much more.

In the first quarter of 2024, 63 faculty and 153 staff started their careers at NMSU, and an additional 72 Graduate Assistants and 168 student employees started supporting the NMSU mission for the first time. This experience can be overwhelming as they learn their jobs, build connections, and understand their role in the organization.

We all can enhance a new employee's onboarding experience by introducing ourselves, sharing insights about the university culture, and offering support. This can have a significant

impact on employee retention, job satisfaction, and employee engagement.

As Sarah Wetzel, Director of Human Resources for BDR states, *“I truly believe onboarding is an art. Each new employee brings with them a potential to achieve and succeed. To lose the energy of a new hire through poor onboarding is an opportunity lost.”*

If you would like to learn more about supporting the onboarding of new employees, check out the article, [“Every New Employee Needs an Onboarding “Buddy”](#) in the Harvard Business Review

If you have questions or ideas about NEO and how we can better support the onboarding experience, contact trainingcentral@nmsu.edu.

Tips for Onboarding New Employees

1. Welcome new employees to the team. Create a welcome banner, video welcome messages from the team, or offer a campus tour to help them feel oriented.
2. Develop a training plan, tailored to the new employee's role. Focus particularly on their first 90 days, strategically guiding their learning experience to cover essential skills and knowledge.
3. Create time to conduct regular check-ins with the supervisor.
4. Provide a buddy they can go to for questions and support.
5. Set new employees up for success by giving them time to ask questions and learn.

Being told we *have to* complete training can evoke disdain and annoyance. It's easy to understand why compliance training has gotten a bad rap; it inherently challenges our sense of autonomy. As a Training Specialist, I have come to appreciate compliance training, for the following reasons:

Compliance training helps keep NMSU safe. Topics are often driven by policies, laws, regulations, and legislation, which can sometimes feel dry. These high-level changes result from real stories, experiences, and people, who may be our friends, family, neighbors, or co-workers. Compliance training is intended to keep NMSU a safer and more inclusive place to be that is aligned with best practices and laws.

Compliance training promotes an intelligent workforce. We want everyone to be aware of the latest information, research, and policies at NMSU. Anyone remember the old television PSAs from the 80's? *The More You Know...* (You youngsters can Google it.) Assuming folks will educate themselves is risky, even the most well-intended souls may have difficulty staying up to date on the full array of important revisions.

Compliance training gives us data. Show me the numbers! Tracking compliance training gives NMSU necessary analytics to reduce risk and provide employees with timely and critical

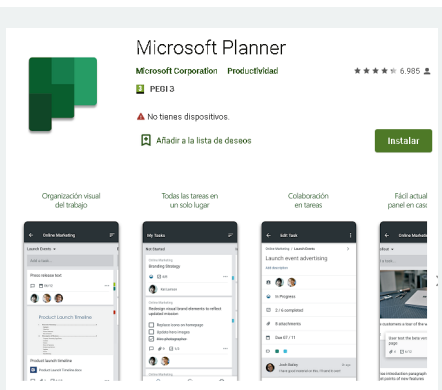
information. Data can also be used to support funding and growth opportunities. We can always use more resources, right?

Compliance training stimulates our own learning paths. When we think we know it all— we're in trouble! Regardless of our age or years of experience, there is always room to learn more. Compliance training can feel redundant, yet we also need reminders and refreshers to refine, enhance, and build on our current knowledge base.

If you're reading this, you may be thinking about the Strategic & Essential Training (SET) you recently completed, as part of NMSU's annual compliance training. Or maybe you're thinking about how you still need to finish it, possibly for some of the reasons mentioned here. **SET helps us improve safety, remain informed, and stay aligned with law, policies, and procedures.** In short, it's the right thing to do.

Let's flip the script! We can change our outlook, stay positive, and reframe negative feelings about training requirements. We can embrace, prioritize, and look forward to these learning opportunities; viewing compliance training as relevant and purposeful. Here at CLPD, we see compliance as one of our pillars that supports our mission, to help all NMSU faculty and employees: Know. Learn. Grow.

SELF-ORGANIZATION: A LEADER'S ~~BURDEN~~ OPPORTUNITY — RUBEN DIAZ



You Don't Want to Miss Our
New Workshop:

“Using Microsoft Planner to
Improve Self-Organization”

By
Ruben Diaz

Let's talk about organization. No, not *your* organization or *the* organization; we're talking about *self-organization*.

Leaders are expected to be organized professionals and even model organization for others. Simultaneously, leaders experience far greater challenges and barriers to self-organization because they juggle such complex and dynamic responsibilities in their roles. That hardly seems fair!

Staying organized as a leader can feel like a job in and of itself, but it is a fundamental part of *the* job that you cannot delegate. And yet, like scratch-made lemonade, the end result is worth the squeeze. Self-organization directly enhances or facilitates your time management, task prioritization, strategic thinking, stress management, and more!

Fortunately, you're not alone on the pursuit of staying organized. There are many readily available tools and strategies to learn and CLPD can provide just the catalyst you need to get started. This month we are debuting a **new workshop focused on using Microsoft Planner, to improve self-organization**. We invite you to register for either of the two offerings listed in our upcoming trainings. These sessions are open to all employees, but leaders of all levels are particularly encouraged to take advantage of this opportunity.

REFERENCES

Staying organized: The key to strong leadership. Intelligent Leadership. (2023, January 31). <https://ilmovement.com/blog/staying-organized-the-key-to-strong-leadership/>

WHAT IS A FACILITATOR — JENNIFER (JENN) GABEL

While talking with an NMSU team leader recently, I mentioned that CLPD offers organizational development facilitation services. She responded “I don’t know what a facilitator does”. This is a common question, which I will attempt to answer here.

A facilitator is someone who uses knowledge of group processes to formulate and deliver the needed structure for meeting interactions to be effective. The facilitator focuses on effective processes (meeting dynamics), allowing the participants to focus on the content or the substance of their work together.

- Basic Facilitator Skills
2002, ASQ, ASQ-HD&L, IAF

As a certified team facilitator, my role is to assist departments in their organizational development endeavors. I bring structure and meaning to discussions and activities to ensure the desired outcome is achieved. I also focus on the interactions within the team to ensure everyone’s voice is heard.

Working with team leaders to identify the outcomes they want to achieve, we provide activities and

processes to meet those aims. Sometimes, it’s as simple as fun team building activities to kick off a retreat or creating team expectations for new teams. On the other end of the spectrum is leading the team through strategic planning or process improvements. Facilitators guide discussions, ask the “naive” questions, and utilize tools and techniques that make the process effective and efficient (and fun!). As the facilitator focuses on the “who” (team dynamics) and “how” (processes), the team leader can focus their attention on the “what” (content). This leads to a close relationship between the facilitator and leader.

Candor and confidentiality are key tenets of being a facilitator. It is important that team leaders and participants are open and honest about any issues the team may have so we can plan the best interactions. We like to employ the “Vegas Rule” in all sessions, to ensure everyone is comfortable sharing and talking about whatever is on their minds.

Unlike an outside consultant you may hire, we know the NMSU culture and apply that knowledge to giving your team the best experience possible. And the best part...our facilitation services are FREE!

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.

2024 Organizational Development Activities

In addition to departmental training opportunities, CLPD offers facilitation for all of your organizational development activities.

So far this year, we have facilitated...

Strategic Planning Sessions,
Team Building Activities, and
Process Improvement Projects

...and we are just getting started!

Planning a retreat for your department? We can facilitate that too.

If you aren’t sure where to start, sign up for the

[Planning Your Retreat Workshop](#)

on May 9th.

Invite us to facilitate your next event!

[**https://training.nmsu.edu/organizational-development/index.html**](https://training.nmsu.edu/organizational-development/index.html)

MENTAL HEALTH AWARENESS MONTH — THOMASINA JOHNSON

Our mental health is one of the things that we tend to neglect, especially in the workplace but it's just as important as our physical well-being. Why is it important? Having good mental health helps to prevent the development of mental illnesses, allows us to cope better in difficult situations, we are more productive and are able to accomplish our goals easier, and more.

May is Mental Health Awareness Month and it places importance on understanding and recognizing our mental well-being and its impact on our lives. This month is about reducing the stigma, extending and seeking support, advocacy of policies that prioritize the well-being of those affected by mental illness, and remembering that self-care is important and needed.

If you are struggling and need help, don't hesitate to call.

Suicide Prevention Hotline at **988**.

Your feelings are valid, always.



EMPLOYEE TRAININGS

PLANNING A RETREAT

Are you planning a departmental retreat? This session will discuss what you need to consider when planning a retreat with your employees and how the Center for Learning & Professional Development can assist. This session is for managers and team leaders who are responsible for preparing the content of a retreat. Administrative support personnel are welcome to attend.

Date Offered	Times	Type	Registration Link
05/09/2024	11:00 a.m.—12:00 p.m.	Virtual	https://bit.ly/PR050924

MICROSOFT PLANNER 101: FROM MENTAL CLUTTER TO DIGITAL ORDER

How many long-term projects, daily tasks, and ongoing responsibilities do you juggle in your head at any given moment? For most of us, it's excessive and certainly beyond what our minds, alone, can handle. Fortunately, we have robust and readily available tools as NMSU employees to help us stay organized, and Microsoft Planner is among the most powerful. Join us for an interactive workshop covering the fundamentals you need to launch your Planner journey. This won't be just an instructional walkthrough; we'll dive deeper to explore the ways this tool can help you turn mental clutter into digital order so that you can best manage and sustain the demands of your work. No prior experience or tech expertise is required.

Dates Offered	Times	Type	Registration Link
05/14/2024	9:00 a.m.—11:00 a.m.	Instructor-Led	https://bit.ly/MP051424
05/21/2024	2:00 p.m.—4:00 p.m.	Virtual	https://bit.ly/MP052124

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.

Dates Offered	Times	Type	Registration Link
05/23/2024	1:30 p.m.—3:00 p.m.	Virtual	https://bit.ly/BCA052324
05/30/2024	1:30 p.m.—3:30 p.m.	Instructor-Led	https://bit.ly/BAC053024



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

<https://forms.office.com/r/7wvZv9Fxi>

Thank you for your support!