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# The BRIDGE

BREAKING SILOS, BRIDGING GAPS

## CLPD Proudly Welcomes Our New Student Assistants



Hey! My name is **David Fernandez**. I was born and raised in Chihuahua, Mexico. I am currently a sophomore, majoring in International Business here at New Mexico State University. My time in this university has been very eventful and filled with many good times and learning experiences. Thankfully, I have been able to find a community of good and virtuous friends whom I have shared a lot of great times with.

Praise be to God, I was also able to make my way here! I am truly looking forward to all of the learning experiences and opportunities I will have

while being employed at CLPD. I am also very thankful to have a kind, supportive, and understanding team of people who are very knowledgeable and encourage me to keep learning. I look forward to seeing what this place will teach me!

Hello! My name is **Lizeth Ramirez**. I was born and raised in Ciudad Juárez, Mexico and came to the United States at the age of 11. My first stop was Odessa Texas, where I had to learn a new language, adapt to a new country, and meet new people. After a year, my family decided to move to Deming, New Mexico, where I graduated from high school. In my first year of college, I was part of the NMSU CAMP program for farm workers, which helped me adapt to university life.

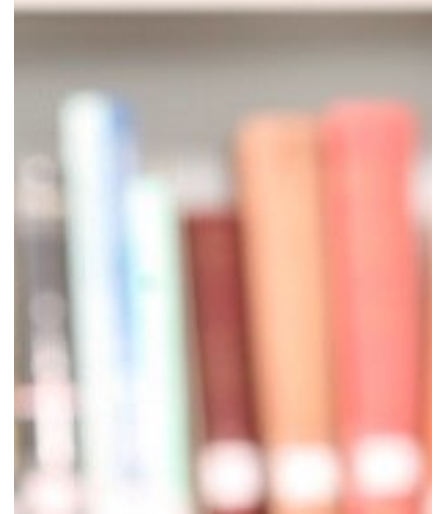


Previously I have worked in the fields, as an assistant, and as a waitress. I am now in my third semester of studying Pre-dental Hygiene at DACC, and will later pursue a bachelor's degree in Public Health at NMSU. My inspirations are my family and Hispanic community, as well as all of the people who helped me get to this point in my life.

### PROBLEMS WITH TRAINING CENTRAL?

Are you having trouble with Training Central? As mentioned in previous issues of The BRIDGE, the system is still experiencing delays. If this is interfering with your ability to remain in compliance or register for an offering, we can help! Please reach out to us at:

[trainingcentral@nmsu.edu](mailto:trainingcentral@nmsu.edu)



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## THANK YOU FOR 19+ YEARS OF MEANINGFUL WORK — JAGAN BUTLER

It is with a bittersweet heart that I share my decision to move to northern New Mexico to be closer to family. Reflecting on over 19 years at NMSU, I realize how much this university means to me, the region, the state, and beyond. My time here has offered the privileges of teaching students, supporting extension and outreach, helping faculty and staff build skills to advance NMSU's mission, and welcoming new employees to this remarkable institution.

My journey in public health began when I had the honor of promoting extension and outreach programs to improve the health of families in the Paso del Norte region. Through environmental health education, families learned strategies for creating healthy homes. Later, I supported nutrition educators state-wide as they taught families to stretch their budgets and prepare healthy meals. Through these experiences, I learned that NMSU impacts lives far beyond the classroom and carries a responsibility to bring best practices to the communities that need them most. These foundational experiences led me to the classroom, where I taught public health science students about environmental and border health. Contributing to their knowledge was a tremendous honor and is a gift that keeps on giving as they apply this understanding in their careers. Hearing students say, "This



was my favorite class," or "I've decided to pursue a career in environmental health because of this course," are moments that reaffirm the joy of teaching.

After many years working on grant-funded programs, I transitioned into a University Training Specialist role, where I've been fortunate to focus on professional development for faculty and staff. I've had the opportunity to lead soft skills training, create recognition and appreciation resources, foster community building, and host New Employee Orientation. These experiences connected me with people at every level of NMSU, and I've met some truly incredible individuals along the way.

To those whose lives I've touched, thank you for allowing me the opportunity to serve you. My hope is that you continue to inspire and uplift others around you. A special thank you to the admin support community, who are an essential part of this institution. Working with you has been a highlight in my career. Thank you also to my CLPD family, who have helped me grow in this profession, taught me about instructional design and training evaluation, and helped me become a better person. Who knows— perhaps I'll find a way to continue supporting NMSU and the communities of New Mexico from my new home in the north. —Jagan

## UNLOCKING POTENTIAL — JULIE CARROLL



Lorraine Arvizu

How can we nurture team synergy to accomplish our shared objectives? What are the core principles of group and communication dynamics? Which aspects of our own leadership potential can be leveraged to build cohesion with our colleagues?

Join us this month for **Unlocking Potential: Navigating Group Dynamics Through Communication**, where Lorraine Arvizu, NMSU Assistant Director of Student Activities, will explore the fundamental concepts of group dynamics and communication through the lens of effective leadership. In this hands on training, you will examine successful and unsuccessful group interactions, gain insight into the nuances of effective team group performance and communication, and achieve actionable insights to apply in your role.

This training is for anyone who wants to better understand collaborative problem solving and contribute to more cohesive and high-performing teams within NMSU. ***All staff are encouraged to attend!***

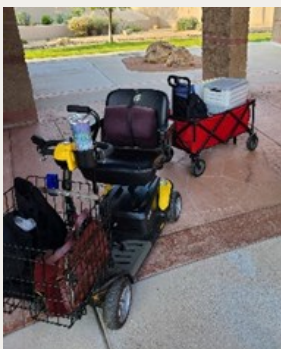
**Unlocking Potential: Navigating Group Dynamics Through Communication** will be offered in person on Thursday, October 17th, from 10:00-11:00 a.m. at Milton Hall, Room 185J. Register [here!](#)

# CREATIVE SOLUTIONS CREATE AN INCLUSIVE WORKPLACE — JENNIFER (JENN) GABEL

October is National Disability Employment Awareness Month (NDEAM). We all know that people with disabilities have a lot to offer and we've all completed training about the Americans with Disabilities Act and service animals on campus. So I'm not going to discuss those here. I want to share my story of adapting to a late-life disability and how it has affected my job at NMSU. This is a story of creativity, perseverance, support, and hope. My goal is to inspire others to dialogue, think creatively, and find solutions.

I suffer from chronic back pain that severely limits my mobility. In 2020, I became the reluctant owner of a mobility scooter, to avoid walking or standing for extended periods, and this year I also started using a cane. I regularly conduct training and facilitate organizational development retreats on campus and at other locations. Using my scooter has presented challenges. For example, not all buildings have automatic door openers, nor have I seen any interior doors with door openers. Using my cane while carrying a hot cup of cocoa is another conundrum, and I've become acutely aware of potential hazards, like furniture and power cord placement. All of these I took for granted, until now.

Another challenge I face is related to my job as a trainer and facilitator. I have a LOT of materials and supplies—how can I transport these to various locations? I need to get everything into the training room in as few trips as possible. You can see my creative solution in the photo below.



I connect my collapsible wagon to the back of my scooter, load it up, and me and my train are off to the next event. Best of all, I see smiles from everyone I pass!

It has taken a long time to adjust to this new way of doing things. I've had help from my co-workers and many conversations about what accessibility means for

me in my job. Open dialogue has been so important in my work and personal life. There are times I have to ask for help, which is never easy. At times I don't know what I need, I just know that I have an obstacle to overcome. I also realize that when someone with a disability mentions an obstacle or need, others often question whether it's an issue,



since they don't see it as an obstacle. This fault is not intentional, it's just that people with disabilities experience things that others may not. The key is in how it is presented, and how others respond. If you are the person asking, remember that most people are not ill-intended, they just don't know what they don't know. If you're asked for help, keep in mind that what is perfectly normal to you can be a big obstacle to others. The important thing for everyone to remember is to **BE KIND!**

As an organization and as leaders, (you know I have to tie in org development) we must be cognizant of how our words and actions may feel limiting to some people. For example, have you ever heard someone say, "Everyone stand up" or "As you can see"? Some may not feel comfortable pointing out that they can't participate or may not know a way that they can. The solution may be as simple as rephrasing your wording to, "Everyone find a partner" or "Data indicates that". This opens up possibilities without excluding anyone.

The idea of "universal design" came about when industries started realizing that products made to help those with disabilities also help everyone else. How many of us have rocker light switches or lever door handles? These began as accessibility products and made their way into the mainstream because they make life easier for everyone.

For those with a disability, talk about your struggles with co-workers, friends, supervisors, and anyone who is open-minded and has the capacity to help find creative solutions to everyday problems. It is amazing how liberating and self-confident you become when you find a way to do something—especially after someone tells you it can't be done. For those who know someone with a disability, talk about ways to help, offer assistance without making assumptions, remain open to new ideas, and be willing to change the way things have always been done.

How many obstacles can you identify in your presentations, space, or behavior? Can you minimize impact and ease access for everyone? This article has discussed my mobility struggles, but don't limit your focus to just this. Be creative! Make your **work** and your **work place** open to everyone. If you've adapted your work habits or space to fit your needs, please share photos and ideas with me at [jgabel@nmsu.edu](mailto:jgabel@nmsu.edu). I'd love to connect with you and showcase your creative solutions in our next month's newsletter.

Learn more about NDEAM and inspiration to bring awareness into your work place [here!](#)



## WE ARE CHANGING, SO GET READY! — DR. BUSCH

As a Prosci Change Management practitioner, I've learned some valuable skills to help navigate change in an ever-changing environment. One of the first steps in change management is to create awareness. I'm so excited to share that CLPD will be changing two (2) things!

### **FIRST CHANGE: TDX TICKETING SYSTEM**

We are now using a ticketing system. For years, we've only received and managed requests via email. This has been hard to track, monitor, and evaluate efficiency vs. effectiveness. If you need anything from CLPD, you can still send an email to [trainingcentral@nmsu.edu](mailto:trainingcentral@nmsu.edu). Only now, you will also automatically receive a ticket number and status updates. Special thanks to Bernie Maestas, Celeste Uzueta, and D'Anne Stuart who led this system evolution!

For those who are thinking of moving to a ticketing system, Keep the following in mind:

1. **Keep it simple by considering the end-user.** Although ticketing systems are great for tracking information, end users should not get caught in our details. Choose quick and easy links for users to access your ticketing system online.
2. **Break your department/team into groups, according to levels of efficiency.** For example, **entry level staff** (i.e., student assistants) can be assigned those quick and easy questions. **Intermediate staff** can be given semi-difficult requests, and **senior staff** can help with complex issues that may involve consultation or other stakeholders. This part is AMAZING! I can now see all completed and outstanding tickets daily.
3. **Streamline your processes.** Take time to streamline your processes up front. For example, you may have existing forms that people use to access your services.

With the ticketing system you can actually turn your form into a request and gather most information from the user up front. You also may work with other departments, this process can provide a way to track the status of a ticket when you are waiting on information. This too, is AMAZING!

### **SECOND CHANGE: TC UPGRADE**

A few articles ago, we shared some of the challenges we were experiencing with our current system. Basically, we had a rotary phone while everyone around us was using a smart phone. Well, guess what? We're moving to the cloud!

**What does this mean for employees?** Some time in early 2025, you should experience a quicker, faster, and easier training system, **without the lag time.**

**What does this mean for training partners?** Not only will you be able to put your trainings in our new system with ease, there may be an opportunity to actually integrate some of the training systems used throughout the organization. We shall see...

**What does this mean for leaders?** In the future, we will be looking at trainings that connect employees to performance. Although this may take some time to build, in the long run it will help support our robust workforce.

To become part of this exciting training transformation, please scan this barcode and fill out our "Become a Training Partner/Advocate/Ambassador" form!

—Dr. Vanetta Busch



## NATIONAL CUSTODIAL WORKERS' RECOGNITION DAY — RUBEN DIAZ

**October 2nd is National Custodial Worker's Recognition Day**, and we want to encourage all of our NMSU community to recognize the hard-working individuals who keep our work spaces clean, safe, and presentable each and every day.

This work is physically demanding. Many of our custodians work several shifts and across multiple locations— often outside of normal business hours. We acknowledge their sacrifices and the challenges of the work they do at NMSU, and appreciate the impact they have across the entire university system. On behalf of CLPD, **thank you!**

