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# The BRIDGE

BREAKING SILOS, BRIDGING GAPS



## True Colors: True Impact!

Does your team need support? Is understanding each other's needs, communicating effectively, or establishing a positive work environment a challenge? Or perhaps your team is in a good state, but you'd like to reach a greater potential?

If these descriptions sound relevant, please read on...

It's no secret that working in a team is challenging. At CLPD, we hear about many common barriers, including poor communication, collaboration, problem-solving, etc. One of our training opportunities is uniquely suited to strengthen the very foundation of team dynamics!

The **True Colors: Personal Success Workshop** is an impactful session that provides an evidence-based personality and temperament typing program paired with a training experience that leaves a lasting impact on participants.

CLPD has been facilitating True Colors at NMSU for over five years, and the positive feedback and demand for more has grown significantly over time. We are developing a strategy to expand our training opportunities using True Colors by customizing services to support the long-term growth of teams (departments, units, cohorts) at NMSU.

Are you ready to learn more? Regardless of your familiarity with True Colors, we invite you to attend one of the following events this month:

- On Thursday, 9/12, CLPD will host a virtual information session to present the current and future state of True Colors at NMSU, with a focus on how teams can take advantage of establishing long-term professional development plans using True Colors.
- On Thursday, 9/26, CLPD will host an in-person True Colors: Personal Success Workshop. This is an open-enrollment session for all NMSU employees who have not attended a True Colors session with us in the past (or within the last three years). The best way to see the True Colors impact is to experience it for yourself!

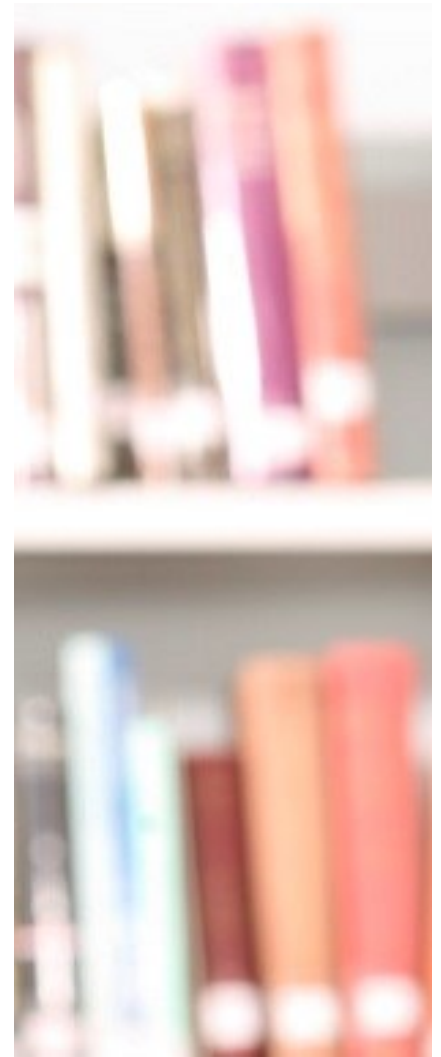
Whether you would like to learn about True Colors as an individual, or explore opportunities for your team, we have you covered!

You'll find links to register for both of these opportunities on **page 4** of this newsletter.

### 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).



CLPD is looking for an Administrative Assistant to join our team!

Are you a quick learner?  
Do you want to grow your skills?

YOU may be our perfect fit.  
Select [here](#) to learn more.

**Hurry! Position closes 9/4.**

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## FOUR CATEGORIES OF ORGANIZATIONAL DEVELOPMENT (PART IV): STRATEGIC INITIATIVES — JENNIFER (JENN) GABEL

The Association for Talent Development identifies 4 typical categories of Organizational Development; human process initiatives, techno-structural initiatives, human resource management, and strategic initiatives. In this last segment of our 4-part series, we'll discuss Strategic Initiatives.



### Strategic Initiatives

This is probably one of the hardest categories to achieve, since it is applied across the entire institution (strategic change) and involves individual behaviors (culture) and aligning the organization structure to its goals.

Changing an organization's culture is challenging. It takes considerable time, strong leadership, and deliberate, strategic changes. Studies by Deloitte published on LinkedIn estimate it can take 3 to 5 years to successfully implement a culture change in an organization. I know that sounds daunting and you may think, "Why bother?" I also hear you saying, "We don't have a permanent leadership team." With a good plan, change is possible – even from a grass roots effort!

One of my favorite books is "Zapp! The Lightning of Empowerment" by William C Byham, Ph.D. It's an oldie but a goodie! In his book, Byham tells a story about how an individual and his manager transform an organization through empowerment. Good morale and empowerment are contagious. As you implement strategic change in your department, program, or individual job, others will see the good things happening and want to make them happen in their area too. Don't believe me? Check out this [video](#).

### The key is being strategic.

Change without a plan will most certainly fail. Change must come about to solve a problem, improve business results, or reach a goal. We have a tendency to **react** to situations, rather than be **proactive**, which involves foresight, analysis, and planning. Yes, that means you have to take the time to plan. I hear you saying, "We don't have time to plan." My response? You don't have time NOT to plan. By taking time to plan, you eliminate the stress of always trying to catch up and put out fires. Having anticipated problems, you'll be better able to prevent or handle them quickly. There's an old saying, "If you don't have time to do it right the first time, how will you have time to correct it?"

So, how do you plan for strategic change or culture shift? It starts with analysis of the current state, identification of the preferred state, and setting goals and plans for immediate and long-term actions. This takes a strategic plan one step further– putting the plan into action! And the key ingredient throughout the process is, you guessed it... **communication**.

### Are you ready to take your team to the next level?

Fill out our [Organizational Development Request Form](#) to get started. We are here for you!

## LET'S TALK ABOUT VALUES — JULIE CARROLL



Dr. Anne Hubbell

Have you ever taken the time to consider and specifically identify your primary values? Which are your top priorities and how do they impact and influence your actions and choices? Can your values ever get in the way? How do you handle encountering values that are different from your own?

Join us this month for **The Value in Exploring Your Values**, where Dr. Anne Hubbell, NMSU Communication Studies Professor and Associate Dean of the Conroy Honors College, will guide you through an exploration of core values. In this interactive training, you will gain insight into how values inform your behavior and practice leveraging these for goal setting. You will analyze how values can present challenges, and learn how to avoid traps while considering and respecting the values of others in your professional and personal journey.

**The Value in Exploring Your Values** will be offered both virtually and in person— see our upcoming training section on [page 4](#) for details and links!

## WELCOME TO NMSU! — JAGAN BUTLER

As the 2024 fall semester kicks into gear, it's the perfect time to extend a warm welcome to the many new faces who have joined NMSU. This is especially important for our faculty, staff, and student employees who are just getting acclimated to their new roles. These individuals are eager to contribute, and a friendly and inclusive environment can help them thrive right from the start. Your efforts to make them feel part of the team go a long way toward ensuring their success and satisfaction in their new roles.

Here are some ways to make new employees feel welcome:

- **Personal Introductions.** Take a moment to introduce yourself and offer a kind welcome, to help new employees feel seen and valued!
- **Office Tours and Campus Walks.** Offer to give a tour of the office or campus. Familiarizing new employees with their surroundings can help them feel more comfortable and settled.



- **Invite Them to Lunch or Coffee.** Organize a casual coffee break or lunch outing to get to know them better. This is a great way to build connections in a relaxed setting!

- **Assign a Buddy or Mentor.** Pair new employees with a seasoned colleague who can show them the ropes and act as a resource for any questions they may have.

- **Acknowledge Their Contributions.** Celebrate their early accomplishments and contributions to the team. Positive reinforcement helps new employees feel appreciated and motivated.

Simple gestures like introductions, offering guidance, and acknowledging contributions build loyalty and a sense of belonging. When employees feel valued,

supported, and connected, they are much more likely to remain engaged and committed in the long term. So, let's welcome our newest members of the Aggie family. Together, we can grow our community and positively impact retention at NMSU!

## TIMELYCARE SAVES THE DAY — JULIE CARROLL

One morning in August, I woke to a fever, sore throat, exhaustion, pain, and congestion. Two Covid tests were negative and, as expected, my PCP was booked for the next week. I was about to drag myself out of bed and drive to Urgent Care when I thought... "Didn't our Benefits team just email us something the other day about a new service for virtual care?" I checked my email. Yes! TimelyCare!

Even with my achy head, I was able to quickly and easily download the mobile app, set up my account, and request an on-demand appointment via the "MedicalNow" option. I had the choice of a face to face or regular phone call, and a Nurse Practitioner rang me within 5 minutes to discuss my symptoms and needs. She provided triage assessment and shared her diagnostic impression. She confirmed that prescriptions are an included service, however in my case, she suggested specific over-the-counter and home remedies. Lastly, she encouraged me to initiate another call if my symptoms were to worsen or if I had other questions.

All of this from the comfort of my own bed. No drive to an office, long wait in a lobby, or exposing others to my symptoms or illness, and **no costly co-pay**. Did I mention that this service is **free for all benefit-eligible employees?**

When I was feeling better and back to work, I found myself wondering what else TimelyCare has to offer. I re-read the email from our Benefits team and explored the app. It turns out that TimelyCare also provides **health coaching; scheduled medical appointments; on-demand emotional support; psychiatry; community resource referrals; self-care content tools**, such as suggestions for better sleep, healthy eating, and stress management; and up to **12 counseling visits per year** with a mental health provider.

I was so pleased with my experience, that I felt compelled to spread the word. I shared positive feedback with the Benefits staff and my co-workers, and decided to do the same here in The BRIDGE. Another CLPD team member told me that they also recently accessed TimelyCare— and gave it two thumbs up!

Please consider taking advantage of this great service. Go to [timelycare.com](https://www.timelycare.com) to learn more, or refer to the informative email sent by our NMSU Benefits team on Tuesday, 7/23/2024.



# EMPLOYEE TRAININGS

## ESSENTIAL CUSTOMER SERVICE SKILLS

Providing good customer service is a skill everyone should master. It has an impact on customer satisfaction, recruitment, retention, team cohesion, organizational culture, and much more. If you want a quick refresher or to learn a few customer service best practices designed to empower you with the skills and mindset to excel, this class is for you!

Dates Offered	Times	Type	Registration
09/11/2024	1:30 p.m.—2:30 p.m.	Instructor-Led	<a href="#">Link</a>

## TRUE COLORS: TRUE IMPACT

This session is for NMSU leaders and employees interested in learning how True Colors can support long-term professional development. CLPD is expanding to include customizable training using True Colors to support teams in communication, conflict-navigation, and more! Join us to learn about the potential of True Colors at NMSU. No prior familiarity with True Colors is required.

Dates Offered	Times	Type	Registration
09/12/2024	11:00 a.m.—12:00 p.m.	Virtual	<a href="#">Link</a>

## THE VALUE IN EXPLORING YOUR VALUES

In this training, you will be guided through an exploration of core values. Learn how your own values can inform your behavior and practice leveraging your values for goal setting. Participants will analyze how values can present challenges, gain tools for avoiding traps, and understand how to consider and appreciate the values of others, both as professionals and individuals.

Dates Offered	Times	Type	Registration
09/18/2024	9:00 a.m.—11:30 a.m.	Virtual	<a href="#">Link</a>
09/25/2024	9:00 a.m.—11:30 a.m.	Instructor-Led	<a href="#">Link</a>

## 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 cohesion and productivity.

Dates Offered	Times	Type	Registration
09/18/2024	1:30 p.m.—4:30 p.m.	Instructor-Led	<a href="#">Link</a>

## ESSENTIAL COMMUNICATION SKILLS FOR A COMMUNICATION BREAKTHROUGH

This class will provide practical techniques to improve your communication skills and transform how you connect with others. Topics will include: active listening, clear and concise messaging, empathetic listening, nonverbal communication, and constructive feedback. Join us to sharpen your communication skills and create more effective, meaningful interactions in every area of your life!

Dates Offered	Times	Type	Registration
09/20/2024	1:30 p.m.—3:00 p.m.	Instructor-Led	<a href="#">Link</a>

## TRUE COLORS: PERSONAL SUCCESS WORKSHOP

This workshop provides a universal way of translating individual perspectives to overcome communication barriers and a research-based approach to understanding human behavior and motivation. Using a metaphor of colors to identify 4 distinct perspectives, participants will establish a foundation to create a common voice for relating to others and strengthen their communication skills.

Dates Offered	Times	Type	Registration
09/26/2024	2:00 p.m.—5:00 p.m.	Instructor-Led	<a href="#">Link</a>



IDEAS for the BRIDGE? Select here and tell us more:

<https://forms.office.com/r/7wvVZv9Fxi>

Thank you for your input!