



October 2022

SPO Training Spotlight: Communication and Conflict Resolution Skills Series

Improve your workplace communication skills and get a series completion certificate to add to your resume! The Communication and Conflict Resolution Skills (CCR) series is a program of study consisting of six eLearning modules and one instructor-led training.

The training series will help State of New Mexico employees gain strategies to improve communication skills no matter what your career level.

You will learn and apply effective communication techniques and styles to handle any workplace conversation with confidence, from meeting new colleagues, to demonstrating your professional capabilities, to handling a difficult conversation or resolving a conflict.

The final, instructor-led course will allow you to practice the skills and knowledge gained in the eLearning courses. Following completion of the final course, each learner will receive a certificate of completion of the Communication and Conflict Resolution Skills series.

Excluding the final series-completion course, the courses do not have to be taken in order and may each be taken separately without completing the series. View the class listings and register directly using the Enterprise Learning Management (ELM) system at elm.share.state.nm.us.

Learn more about training offered by the State Personnel Office on our [training website](#) or email us at personnel.training@state.nm.us.

“Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.”

~Helen Keller



The Importance of Professional Growth & Development

According to **Indeed**, the “main way to grow as a professional is to find ways to improve your skills and applicable knowledge.”

They note that opportunities for professional growth are important for:

- Improved sense of well-being
- Better work performance
- Less stress and anxiety
- Higher job satisfaction
- More self-esteem and self-confidence

Try it out by signing up for a class today!



Training Bureau by the Numbers

Our FY22 report is in, and it shows that participation in SPO Training and Development courses has never been higher! As compared to FY21:

Attendance in live, instructor-led classes taught by SPO Training staff more than tripled (over 2,400 class completions)

Completion of eLearning courses nearly doubled (over 11,000 eLearning class completions)

Live, instructor-led course offering more than doubled

eLearning course catalog on ELM grew from **one to 25!**

What is eLearning?

The State Personnel Office offers many eLearning courses on the ELM system. But what is meant by eLearning?

According to the [Association for Talent Development](#) (ATD), eLearning is a “structured course or learning experience delivered electronically.”

Courses offered on ELM are self-paced, meaning they can be accessed any time and completed on your own schedule. They are courses that include text to read, videos to watch, and interactive elements like scenarios, virtual flash cards, and multiple-choice quizzes.

eLearning as a professional development option is rapidly growing in popularity. ATD’s 2021 State of the Industry Report says that technology-based learning methods, including e-learning accounted for 80 percent of learning hours used in 2020.

Want to learn more about how eLearning works on ELM? [Contact us!](#)

FY23 Civil Rights Course Now Available

It is the responsibility of every employee to uphold and respect workplace civil rights.

These rights include protection from discrimination, harassment, and retaliation on the basis of statuses protected by equal employment opportunity laws.

The FY23 Civil Rights course is now available. Completion of this eLearning course is required annually.

To enroll and complete the class visit the ELM eLearning platform.

About Us

The SPO Training & Development Bureau provides learning opportunities for state employees to promote professional growth and development and to ensure that our workforce is well-equipped to carry out their important responsibilities. We offer live (currently offered remotely via Zoom), on-demand eLearning modules, and additional resources and support for our state employees’ learning needs. Contact us at personnel.training@state.nm.us.

Visit our [Training Calendar](#) on the SPO website to view and register for upcoming training events.

Essentials of Supervision and Management Program Graduates First Three Cohorts

The State Personnel Office Training and Development Bureau congratulates the first 46 graduates of the Essentials of Supervision and Management (ESM) program!

The first three cohorts to complete the program did so by attending the Capstone Course following completion of the required eLearning modules and the Managing Employee Performance course.



Following the end of the course, they received a certificate of completion of the Essentials of Supervision and Management Program.

By completing the program, they have demonstrated their investment in developing their leadership knowledge and skills to best serve the State of New Mexico.

The July, August, and September graduates are:

Lee Acosta, ALTSD
Jessica Bates, ECECD
Cara Benta, DVR
Bud Brock, OSE
Paulette Cummins, DVR
Julia Davis, NMED
Michele Del Valle, OSE
Cara Entwisle, ALTSD
Melony Espinoza, ALTSD
Jerry Fekete, ALTSD
Steven Fernandez, ALTSD
Christopher Fritzsche, DMA
Patrick Gomez, ALTSD
Bill Hanks, CYFD
Anthony Harkness, DVR

Lorenza Hinman, ALTSD
Lakisha Holley, GSD
Eric Hollon, DVR
Lisa Jones, DVR
Robert Lyons, DWS
Yvonne Lucero, CYFD
Micah MacDonald, CYFD
Donny Madrid, ALTSD
Angelina Maestas, TRD
Frank Morales, ALTSD
Emily Morin, NMDOH
Hai Nguyen, TRD
Nicole O'Shea, SPO
Araceli Pacheco, ALTSD
Erik Padilla, DVR
Nicole Rede, DPS

Paula Romo, DWS
Stan Ross, GCD
Jennifer Saavedra, DVR
Charity Sanchez, ALTSD
Antonio Sena, ALTSD
Jay Siegel, TRD
Dwayne Smart, ALTSD
Christopher Sparno, CYFD
Ernie Sturdevant, DWS
Wybens Titus, TRD
Abril Trujillo, GSD
Juanita Washington, ALTSD
Karen Wiley, DVR
Michelle Wilson, HSD
Robert Zajac, GCB

CONGRATULATIONS!

