



Learning and Development Bureau

Quarterly Training Resources Newsletter

FY24 Q4: May 2024



SPO Congratulates First Advanced Team Leadership Program Graduates

The State Personnel Office Learning and Development Bureau wishes to recognize and congratulate the first graduating cohort of the Advanced Team Leadership (ATL) Program. This group of 18 individuals successfully completed the ATL Program on March 27 and 28, 2024. The graduates of the March 2024 cohort presented the projects that they had designed and implemented to apply what they had learned from the 12 eLearning courses required for program completion. Capstone projects included topics such as “Managing Multigenerational Teams,” “Building a Positive Team Environment,” “Practicing Emotional Intelligence,” and “Cultivating Resilient Staff.” The graduates represented 15 different state agencies and courts from all around New Mexico, including offices in Albuquerque, Angel Fire, Gallup, Las Cruces, and Santa Fe.

The March 2024 Cohort Advanced Team Leadership Program graduates are: Bill Hanks,

Children, Youth, and Families Dept.; Christopher Fritzsche, Dept. of Military Affairs; DB Herbst, Dept. of Veterans’ Services; Erik Munroe, Energy, Minerals, and Natural Resources Dept.; Ernest Sutliff, Dept. of Veterans’ Services; Kayla Whittaker, Dept. of Game and Fish; Kelly O’Neill, Children, Youth, and Families Dept.; Kris Winterowd, Aging and Long-Term Services Dept.; Leonard Fulton, Workers’ Compensation Administration; Lilyana Atencio, Third Judicial District Court; Marcelina Shetima, Division of Vocational Rehabilitation; Melissa Chavarria Medina, Dept. of Public Safety; Michael Thompson, Regulation and Licensing Department; Rani Bush, New Mexico Spaceport Authority; Rick Hendricks, State Records Center and Archives; Stephanie LeMaster, Dept. of Military Affairs; Suzanna Duran-Vigil, Human Services Dept.; and Wendy Rehm, New Mexico Corrections Dept. All of these ATL program graduates are to be commended for their commitment to excellence in leadership.

Ongoing Leadership Education (OLÉ)

The Ongoing Leadership Education (OLÉ) training series consists of one-hour discussions of leadership topics providing useful action ideas in a short amount of time. The sessions will take place on the third Thursday of each month at 10-11 AM over Zoom. Registration on ELM is appreciated, but advance registration or access to ELM are not required to attend OLÉ sessions. Contact us at learning.development@spo.nm.gov if you would like to attend and can't register on ELM. After every OLÉ session, the presentation is also published on ELM as an on-demand course taking no more than 30 minutes to complete.

FY24 Q4 OLÉ Schedule	
4/18	Help Your Employees Grow Professionally (SoNM-1827-13) Inspire more engagement, better retention, and a more-skilled team by investing a little time into coaching your employees' learning and development.
5/16	Bend, Don't Break: Building Resilient Teams (SoNM-1827-14) Use the REAL framework to help your teams best be able to roll with changes while remaining engaged and motivated.
6/20	Turn Down the Heat: Managing Employee Conflict (SoNM-1827-15) Apply strategies to keep disagreements from escalating and harming your team's positive, productive work environment. Special guest: ADR Bureau.



In FY24 Q3, Learning and Development:

- Graduated first Advanced Team Leadership (ATL) Program cohort of **18** learners
- Graduated **94** new Essentials of Supervision and Management Program completers
- Recorded **9,077** total class completion certificates (eLearning and live)
- Launched **6** new eLearning courses
- Delivered **5** training sessions on-site for agency partners
- Delivered **3** new Ongoing Leadership Education (OLÉ) sessions to **404** participants

SPO Highlights Culture of Civility Courses

According to research recently conducted by the Society for Human Resource Management (SHRM), two-thirds of workers (66 percent) say they have experienced or witnessed incivility in their workplace within the past month. More than half (57 percent) reported having experienced or witnessed incivility at work within the past week, and one-third believe workplace conflicts will increase over the next several months due to various sources of disagreement and friction (SHRM Research on Civility, Conflict and Expression, February 2024). Incivility in the workplace can be thought of “as a subtle form of interpersonal mistreatment in the workplace, consisting of rude behaviors such as derogatory or condescending comments, interrupting others, not listening, or having a dismissive body language” (Holm, Torkelson, and Backstrom, 2022). Even relatively low-level disrespectful behaviors are associated with negatives outcomes such as greater absenteeism, turnover, and work errors, as employees find it difficult to focus on their work, and then seek to leave the toxic work environment.

The State Personnel Office Learning and Development Bureau has been providing courses on creating a culture of civility in the workplace since 2019 in an effort to help workgroups build

their skills for preventing and addressing incivility in order to keep it from escalating. These courses, “Leading a Workplace Culture of Civility” (SoNM-1688 – for supervisors and managers) and “Creating a Culture of Civility Together” (SoNM-1791 – for all employee levels) help participants learn to recognize workplace incivility, its causes and effects; identify characteristics and benefits of a culture of civility; and use strategies to create and maintain a culture of civility. The courses are provided regularly over Zoom or can be conducted in person for a specific agency upon request.

Reminder:

The Civil Rights course is an annual requirement that runs by fiscal year. Completion of the FY24 course, "Civil Rights State Personnel Office Annual Requirement" (SoNM-1110-76), is **due by June 30, 2024**.

It is an eLearning course that can be found on the ELM system under class code SoNM-1110-76. Instructor-led or non-ELM versions are available upon agency request.

About Us

The SPO Learning & 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 instructor-facilitated classes, on-demand eLearning modules, and additional resources and support for state employees’ learning and development needs.



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



Contact us at learning.development@spo.nm.gov with any questions or concerns.

SPO Grows ESM Cohort Program



The Essentials of Supervision and Management (ESM) Program keeps growing! We now offer the ESM Program for completion through a cohort model, with a structured learning program, cohort meetings, and support for completion of all prerequisites. This model has proven successful, as we approach 500 ESM graduates in less than two years of program launch. Right now, the ESM cohorts are fully booked up through July of this year. To request a spot on the waiting list to be contacted first when the next cohort opens, use the form at this link: <https://forms.office.com/g/2GFNLBNimg>

FY24 Q3 ESM Graduates:

Aaron Joplin	Germaine Mitchell	Manuel Escarcega
Amber Fuentes	Glenn Hasler	Marc Romero
Amber Metcalf	Gloria Zuniga	Margaret Ortiz
Angela Martinez	Gergory Duran	Margarita Gurrola
Anita Martinez	Idania Bernaldez	Margarita Zavala
Anita Sanchez	Jakob Salazar	Mario Lucero
Annica Velarde	Jennifer Claypool	Martin Luevano
Antoinette Casados	Jennifer Myers	Melissa Sisneros
Antoinette Holmes	Jessica Banda	Michael Yang
Barbara Feeney	Jessica Dinsmore	Michelle Padilla
Brandon Lopez	Jessica Garcia	Miguel Lucero
Brandon Smith	Jessica Villanueva-Gonzales	Miriam Villa Barriga
Brianna Nichols	Jiahua Yang	Monica Lopez
Carlos Resendiz	Joe Marquez	Monica Montoya
Charles Compton	John Litchford	Natalia Manzanares
Charlotte Chinana	John Murphy	Patricia Saucedo
Christian Quintana	John Sloan (NMED)	Pattie Ravenheart
Christine Hernandez	John Sloan (DWS)	Racquel Bowerman
Claudia Borchert	Johnny Gonzales	Ricardos Glenn
Daniel Guerrero	Julia Baca	Rosaleigh Gonzales
Daniel Vasquez	June Churchill	Rubianna Samora
Darlene Sedillo	Justin O'Shea	Ryan Baros
David Shelton	Katharine Sherwood	Sarah Grace
Desiree Romero	Katherine Sutton	Sharon Ortiz
Diana Walker	Kelly Mecale	Stephaine Lovato
Dilia Borunda	Kevin Garcia	Tami Concha
Eletha Trujillo	Kryss Duran	Tracee Loughran
Erica Grant	Laura Harmon	Troy Dunlap
Evan Ortega	Lillian Baros	Vicki Johnston
Francisco DeJesus	Lizette Rivera	Victoria Bustamante
Franklyn Aragona	Louis Ortiz	Wayne Flowers