



Learning and Performance

2015 Nominations

Organization (For Profit) Nominees



Project Management Training

An analysis of O'Brien & Gere's projects concluded that there was a need for O'Brien & Gere employees to be more consistent in their project delivery practices throughout the organization to improve quality, client satisfaction and ultimately financial performance. A Project Delivery Manual and Project Management Training program were developed to help project managers understand an effective project delivery process. This combination of manual and training provides guidance and resources to employees on the company's philosophy towards project delivery and its alignment with the company's business strategy, roles and expectations, risk management, quality, safety, and financial performance regardless of brand, industry, client or service providing a consistent and high-level approach to project delivery.



Toastmasters Toast of the Nation – Leaders in the Making

The significant expansion of Oneida Nation Enterprises in multiple arenas has created a need for employees with enhanced leadership abilities such as verbal and written communication, public speaking and presentation skills, self-direction and initiative, networking, and supervision and management skills. The creation of the "Toast of the Nation" chapter of Toastmasters International provided support to employees as they improved communication, interaction and leadership skills, and personal and professional confidence through meeting planning and participation, receiving feedback on impromptu and prepared speeches, and serving in chapter officer positions and as mentors for fellow members.

RAYMOND

Scheduled Maintenance Program

The Raymond Corporation made a strategic shift from focusing on the sales of new equipment to the aftermarket service profitability of the business. This led to not only training technicians on how to repair but also how to perform scheduled maintenance on equipment. The Scheduled Maintenance Program was developed to accommodate the various skill levels of newly hired and existing technicians providing prerequisites and/or foundation knowledge and skills. The delivery methodology incorporated various learning styles with printed materials, videos, course manager facilitators and lots of hands on time. And, modular product training with a starter scheduled maintenance introduction provided flexibility for service managers to pick and choose the product training technicians needed.



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Suburban Propane®

Integration of Inergy

Following the acquisition of Inergy Corporation, Suburban Propane's Contact Center Quality Improvement and Training Team was challenged to develop and deliver training on processes for handling Inergy customer's needs and integrating Inergy locations to Suburban Propane's systems, policies and procedures. New training was established and existing materials were updated to facilitate the integration process with the goal to provide previous Inergy customers with Suburban's unparalleled customer service. Inergy personnel were familiarized with Syracuse's Contact Center technologies and Emergency Services practices. And, Contact Center customer service representatives were trained on the Inergy integration and practices associated with processing and documenting Inergy customer calls.



Information Technology International Library (ITIL) Foundations in Service Management Guided Self-Study Program

The marketing department of Systems Made Simple (SMS), A Lockheed Martin Company, defined a need within the organization to increase the number of SMS employees holding the Information Technology International Library (ITIL) Foundations Certificate. Increasing the number of employees holding this certificate strengthens the position of SMS' contract proposals. The SMS Learning and Development team developed an in-house, virtually guided, self-study program that provided a flexible option for employees to obtain the certificate. The Learning and Development team curated resources, facilitated weekly study sessions, and guided participants through the exam-taking process at a significantly lower cost than a traditional vendor program.



RESORT | CASINO

Complete Intern Training = Exceptional Results

To provide world class service to 150,000 guests each year and to provide students in a Professional Golf Management program the experience to prepare them for a professional golf career, Turning Stone Resort Casino established a Golf Internship and training program. Interns are exposed to many unique opportunities to succeed within a golf operation, such as guest services, tournament operations, instructional programs, product knowledge certifications, club fitting, and golf shop operations and sales. From the recruiting and hiring process, to new hire orientations, job shadowing and ongoing department and product knowledge trainings, and meetings and evaluations, the goal of the program is to create a complete and thorough internship and overall training program.



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Organization (Not For Profit) Nominees



Crouse Hospital New Employee Orientation

Following the struggles to survive during its period of bankruptcy, Crouse Hospital chose to reinvent itself and its relationship with its employees. The key to the turnaround was staff involvement in the process with an emphasis on improving quality and increasing engagement. The new Crouse philosophy emerged as employees and management developed a new mission statement and accompanying vision and values statements. Along with this philosophy came the realization that cultural reinvention begins not only with current employees, but with those newly hired employees. Applying the mission, vision and values statements to the orientation process, the New Employee Orientation was changed from a standard, one-day information session to two days of engaging activity, which immerses new employees into the hospital's culture, healthcare regulations and relationship building.



Performance Support Framework

As a provider of critical services to children and families, Elmcrest staff must demonstrate values and skills of the highest caliber to make positive change for youth who have experienced extensive trauma, abuse and neglect. While staff possessed highly developed skills in responding to crisis, they did not possess sufficient skills in making connections, developing impactful relationships and building skills at a child's baseline with behavioral interactions (not in crisis) leading to more positive life change. In addition, supervisors did not exhibit sufficient ability to coach staff in these key areas. The Performance Support Framework process was developed providing a unique learning, observation, feedback and support system for staff, along with coaching and mentoring for supervisors with tools to continue implementation.



A nonprofit independent licensee of the Blue Cross Blue Shield Association

Emerging from Silos: Using Coaching to Shift Our Culture

With dramatic changes in the economy and the health care market, Excellus BlueCross BlueShield focused its strategic initiatives on transforming culture, leadership and systems with the ultimate goal to create a motivated workforce. To move from a culture of blame and internal competition, to one of accountability and collaboration, and to support a change in leadership behavior, Learning and Organizational Development designed and implemented a strategy that incorporated Coaching in leadership programming. One of the goals of immersing leaders in a "coach experience" was to help leaders move from micro-managing (telling others what to do and solving all the problems) to allowing leaders and their staff to solve their own problems and take action more independently.



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INHS Home Buyer U – Get Smart, Have Fun, Save Money

Ithaca Neighborhood Housing Services (INHS) works with first time home buyers in Ithaca. Cornell University's presence in Ithaca brings a high number of graduate students and student loan debt creating a city with a unique population whose needs are not always met by general home buyer education. INHS developed a Home Buyer University (U) curriculum taking the best practices of a nationally recognized program while providing unique content to help local buyers. The inclusion of a structural inspection of an actual home with a licensed inspector is unique in the country. And, classes employ a variety of learning methodologies to cater to the different learning styles of participants.



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Individual/Team Nominees



**Tara Box, RN BSN MSN CNOR
& Michael Allain, BS MS CCRN CEN,
Crouse Neuroscience Education and Training
Crouse Neuroscience Institute Training Program**

One of Crouse Hospital's 2014 strategic initiatives was to partner with a team of regionally recognized specialists in brain and spinal care along with implementing the latest technology and multi-disciplinary team approach to care. Crouse recognized that a major educational initiative would be needed to meet the needs of the staff caring for these new patients. Tara Box and Michael Allain developed and facilitated multiple teaching efforts for multi-disciplinary healthcare providers in preparation for the newer aspects of neuroscience brought to Crouse including the First Annual Neuroscience Summit with interactive learning using experts and vendors, on-the-unit meet and greets with new physicians as well as monthly updates on neuroscience topics.



**Daniel Taylor, *Expressive Consulting*
& Naomi Krebs, *SUNY Upstate Medical University*
Volunteer Orientation Day**

Founded in 1975, WAVES EMS grew over time to add additional coverage and expand its scope of services. This growth led to an unstructured process of bringing in volunteers and failed to provide new members with a sense of the agency's mission, culture, operations and history. As Membership and Public Relations Officers of WAVES EMS, Naomi Krebs and Daniel Taylor partnered to streamline the process of bringing in volunteers and created a one day orientation program that brought volunteers onboard while using separate training tracks to recognize the major differences in backgrounds from new to emergency services or just new to WAVES.