



Talent Development

2017 Nominations

Organizations – For Profit



IGNITE – Your Career at The Hartford

The Claims Learning and Training Department of The Hartford introduced 'IGNITE – Your Career at The Hartford' to reinvent employee development and improve employee retention within The Hartford. IGNITE expanded organizational and learning objectives to include learning about career development opportunities, developing personal branding, appropriate use of corporate social media tools, accelerated networking via employee resource groups, and career path development. In this career-launching experience, participants learn about the company, the company's claims products and career opportunities within the company. IGNITE builds corporate and individual brand, develops transferable skills to strengthen career progression and improves employee retention leading to improvement in the overall organization opportunities.

By redesigning The Hartford's employee career development program to target recent hires after a 6 to 12 month tenure with new content and approaches, the IGNITE Your Career at The Hartford program has seen favorable influences including 5% higher internal career movement and a 30% higher retention rate.



Internship Program: Anything but Average

After years of offering an informal internship program with no defined business or talent development goals, Indium Corporation established a well-defined summer college internship program with two distinct goals: identify and develop a pipeline of future employees to address an aging employee demographic and growing business, and to advance and complete projects or programs that align with business needs that are either time sensitive or that current staff have been unable to give the proper time and attention. Interns are subjected to a rigorous application and interview process for this highly competitive program. Once hired, interns embark on a structured experience, as fully functioning members of the Indium team, designed to prepare them for their transition from higher education to a business environment.

The results of Indium's Anything but Average Internship Program have been staggering: 27% of the interns have been hired full time, and 50% hired part time, internal requests for interns exceeds funding resources for the program, and Indium was awarded a Business Leadership award for the program by the New York Association of Training and Employment Professionals.



Talent Development

2017 Nominations



Cultivating a Strong Safety Culture

Upon a review of the current state of OBG's safety program, there was consensus that while the program met fundamental compliance requirements in terms of processes and training requirements, there was an opportunity to foster a more robust safety culture to meet the needs of their clients, to mitigate risk for the company, and more importantly to educate employees to be safe on a day-to-day basis. OBG launched Safety Perception Surveys gathering input directly from employees in categories consistent with the 4 Pillars of a Strong Safety Culture: Leadership, Process, Structure and Engagement. In reviewing survey results, OBG Leadership Team came to understand that it is critical to understand the progression of safety culture development phases and focus company attention on moving to the next phases of the DuPont Bradley Curve™.

OBG's Cultivating a Strong Safety Culture program moved the organization from a reactive safety culture to a dependent safety culture with solid leadership, compliance, policies, procedures and safety engagement. In identifying leading indicators, OBG branded near misses as positive learning events, increasing the number of near misses reported by over 500% annually. In evaluating consistency and quality in safety plans, missing plans were reduced by 100%, and needs improvement plans were reduced by 50%.



Operation First With Our Guests

With new state casino gaming competition increasing, Oneida Nation Enterprises' competitive stakes became higher. To raise the bar in guest service, the organization created and deployed a comprehensive and consistent methodology for establishing, training and measuring guest service standards. The organization's Mission, Vision and Values and Team Habits provided a strong platform for guest service expectations, however a higher, more tailored set of standards and criteria specific to each department and position were established to shape and brand the guest experience. Training and resources were provided to support achieving the new standards, and measurement with accountability criteria aligned to specific positions were instituted to ensure success in bringing the First with Our Guests values to life to create the ultimate guest experience.

With the Operation First With Our Guests program, Oneida Nation Enterprises has seen increases in performance and behavior helping to raise the level of guest service provided. Employees have noted that they are taking more pride in their professionalism and guest service, and becoming more accountable. Leaders have indicated that they are managing better. And, amid increased competition, the Oneida Nation Enterprise-owned Turning Stone Resort Casino was recently named the best gaming resort in New York for 2017 by Casino Player magazine for the second consecutive year.



Talent Development

2017 Nominations

RAYMOND

Raymond Virtual Reality Trainer

The Materials Handling Industry is evolving to fulfill the demands of an explosive expansion of e-commerce, fueling a need for higher quality and more efficient electric forklift truck training which focuses on safety. The Raymond Corporation is at the forefront of the development of an innovative operator training program to address this demand with a new, industry-first Virtual Reality (VR) Trainer designed to provide forklift operators with a unique standardized training experience. The Raymond VR Trainer uses advanced technology, including a virtual reality headset connected to an actual Raymond forklift, which provides an operator an immersive environment where they will experience a mixed reality training driving a virtual Raymond forklift, using the truck's actual controls, in a simulated warehouse.

The Raymond Virtual Reality Trainer was officially announced and previewed at ProMat, the material handling industry's largest trade show. It was one of the most talked about exhibits! Customers feel this cutting edge training solution is incredible, making training interactive and fun while mitigating many safety and training issues.

Turning Stone[®]

RESORT | CASINO

Adult Literacy Education at Turning Stone

A large number of Turning Stone Resort Casino employees are referred through the Mohawk Valley Resource Center for Refugees and many employees interested and trained in the gaming field are from cultures for which English is not their first language. With upwards of 32 different languages represented in the Turning Stone workforce, challenges in communication are commonplace. These language limitations create barriers for managers assigning duties and discussing job performance and for employees when serving and interacting with guests, and have had a negative impact on employee relationships and morale. Through a partnership with Mohawk Valley Community College, literacy classes were provided to Turning Stone employees, providing them essential academic, workplace and soft skills for their employment.

Of the Turning Stone employees attending the Adult Literacy classes, 100% have shown an increase in language skill test scores and 25% have exceeded the verbal and listening scoring threshold, advancing into writing and reading literacy study. Leaders have reported notable increases in employee job performance with increased understanding while interacting with co-workers, and the employees reported more confidence in their jobs and interactions with guests, resulting in some students receiving increased job responsibilities.



Talent Development

2017 Nominations

Organizations – Not for Profit



Member Advocacy

AmeriCU Credit Union determined that their sales and member service training program needed to be updated, brought in-house and specialized to reflect AmeriCU's Vision, Mission and Values. AmeriCU's Member Advocacy Program focuses on the behaviors and activities that transform transactional service excellence to relationship building and solution based guidance for members throughout their lives. By asking important questions, and understanding a member's financial life phase, staff can determine the right financial services and help anticipate future needs for their members. Moving from a reactive sales approach to a proactive, engaged method allows for fulfilling members' financial needs while building valuable relationships based on trust, expertise and understanding. Equal emphasis was placed on active and continual coaching by managers who were trained on the principles of coaching required to maintain consistency and provide ongoing support of the process as well as employees' professional development.

Moving from order-taker to Member Advocate has resulted in a significant increase in information AmeriCu staff are obtaining at account opening and subsequent member interactions. Staff have consistently reported building confidence in their fact finding conversations and the solutions they present to members. Retail managers have seen a marked improvement in their employees' engagement and quality of interactions. And, cross sales of financial products and services is steadily increasing.



Career Development Centralized Internship (CDCI) Program

Binghamton University's Fleishman Center for Career and Professional Development prepares undergraduate students to successfully participate in the global economy with high-impact and academically rigorous experiences through the Career Development Centralized Internship (CDCI) Program. CDCI is the largest credit-bearing internship program at Binghamton University, partnering with local, regional, national and international agencies to provide Binghamton students in all majors with experiential education opportunities. This program combines hands-on, real world, work experience with thoughtful reflection and discussion academic course work in an effort to help students make meaning of their experiences through development of career readiness competencies that employers are seeking.

The Career Development Centralized Internship Program has seen significant growth in Binghamton University student participation over the years. The commitment to funding, support from upper administration, and increased staffing for the program has shown that the impact of this program is not only recognized by students but also by the university as a whole.



Talent Development

2017 Nominations



MD, NP & PA Computer Training

Doctors (MD), Nurse Practitioners (NP) and Physician Assistants (PA) utilize electronic medical records (EMR) to view clinical data and place orders for patients. As Crouse Health prepared to upgrade their EMR, the education team worked with these providers to determine the best methods for EMR education. The Educational Coordinator of Informatics teamed with the Medical Director of Informatics to develop training strategies, and worked with a newly formed Provider Advisory Group. Through their input, this group asked that training be flexible, convenient, and specialty-specific. Online learning modules, small classroom trainings, and a combination of these two methods were built and utilized to ensure effective training was provided.

When Crouse Health implemented the new version of their Electronic Medical Record system, they customized the MD, Nurse Practitioner and Physician Assistant Computer Training based on provider input, designing short, targeted methods for education delivery. This innovative approach provided classroom training in 1 to 4 hours versus the industry standard of 16 hours.



The First Tee of Syracuse

The First Tee started as a way to bring affordable junior golf programs to communities that did not have them, especially in economically disadvantaged areas. What The First Tee discovered was that blending the rules of the game with life and leadership skills, kids and teens didn't just learn to putt, they learned important values. The First Tee of Syracuse program is designed around teaching young people the game of golf as well as helping them understand and ultimately develop The First Tee Nine Core Values™: honesty, integrity, sportsmanship, respect, confidence, responsibility, perseverance, courtesy and judgement. Teaming with experts in the field of positive youth development through sport and caring adult coaches, the program strives to provide the necessary skills and values that build character and confidence while developing core values and life skills that stay with these kids on and off the golf course.

First Tee of Syracuse provided regular access to green-space for golf and life skills for over 750 participants in their spring, summer and fall programs, and 9,200 students in 23 Syracuse city school district and surrounding suburban schools were impacted through their national school program.



Talent Development

2017 Nominations



Nourishing Tomorrow's Leaders (NTL)

The Gifford Foundation strengthens community assets in order to improve the quality of life for the residents of Central New York. The Foundation came to realize that building the capacity of nonprofits doing this important work was vital, along with addressing a vacuum in nonprofit board leadership. Gifford saw a gap in how new leaders were being nurtured in the area and joined with local agencies, particularly Leadership Greater Syracuse, in creating Nourishing Tomorrow's Leaders (NTL). NTL is grounded in a broad-based and expansive interpretation of diversity and has made a concerted effort to reach out to those in the community who are seldom considered for nonprofit board service. The goal of the program is to increase the diversity and inclusion within nonprofit boards, but also the larger goal of awareness of inclusion.

The Nourishing Tomorrow's Leaders program has graduated 104 individuals, providing participants with the most essential information needed to be a responsible board member. Nonprofit organizations now have a cohort of trained individuals available to enhance their boards, and 44 organizations have benefitted from this program.



CIO Leadership Academy

When NYSErNet asked college and university chief information officers (CIOs) to name their top priorities, their answers weren't about the cloud, network capacity or emerging technology. Instead, the CIOs said they needed to attract and retain information technology (IT) talent, train staff to be leaders and establish solid succession plans. NYSErNet joined forces with SUNY Strategic, Academic and Innovative Leadership (SAIL) Institute to create the CIO Leadership Academy, a multi-disciplinary program designed to prepare the next generation of IT leaders. Participants work on self-discovery, skill development, and knowledge creation gaining better leadership skills and insight into the role of the CIO in educational institutions. Current and past higher education CIOs were enlisted as subject matter experts during the training design and serve as mentors establishing relationships with participants to keep them engaged and learning during and following the program.

The CIO Leadership Academy has seen some promising results. Participants overwhelmingly indicated that the program was valuable from the skills development to the current higher education CIO mentors. Graduates report better organizational outcomes, improved communication and greater confidence in their leadership abilities. Their bosses better recognize their leadership potential, and one graduate has been promoted to CIO in her institution.



Talent Development

2017 Nominations

Syracuse University **University College**

UP Online

University College of Syracuse University identified a need for online leaders in higher education within the Central and Western New York area to have a forum where they could share ideas, address common problems, collaborate, build a regional network and participate in professional development. The objective of the University Partners for Online Education Strategies (UP Online) was to create a fresh, innovative program that followed the trends of the industry by bringing together key leaders, experts and practitioners to discuss important topics related to online learning and teaching methods. The focus of these full-day annual conferences is centered on cutting-edge, immediately relevant presentations, higher-level conversations, ideas sharing, strategizing, brainstorming and collaborating around institutional issues and online initiatives.

More than 75 participants have participated in the UP Online program across 23 of the region's public and private 4 year institutions. One participant explained "The distance learning community of practice affords a unique opportunity to collaborate across institutional boundaries; the University Partners for Online Strategies conference is an exemplar in this regard."



Talent Development

2017 Nominations

Individual/Team



Jim McCoy and Rick Short

Indium Corporation

Student Recruitment Program

Indium Corporation became an early business partner in Pathways in Technology Early College High School (P-TECH) preparing students for high-skills jobs of the future in technology, manufacturing, healthcare and engineering. In order for Indium's participation and contribution to the P-TECH program to be successful, the company needed to select employees to participate in the program that had the technical knowledge needed along with passion and enthusiasm. Both Jim McCoy, Talent Acquisition Supervisor, and Rick Short, Corporate Associate Vice President and Senior Director of Marketing Communications, led students in real-world projects enabling students to integrate numerous areas of knowledge from science, technology, engineering and math, along with providing workplace skills such as leadership, communication and problem solving.

Comments from educators included: "You were able to get through to the students in a way that school staff cannot"; "The students are walking away with more knowledge and confidence to boost them to a successful future"; "This is the embodiment of what strong business and educational partnerships can achieve."