

CNY ATD HONORS BEST TALENT DEVELOPMENT AWARD WINNERS

By CNY ATD

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The winners of the 11th Annual CNY BEST Talent Development Awards were announced at the ATD Central New York Chapter's awards ceremony on the evening of Thursday, Nov. 15, 2018 at the DoubleTree by Hilton Hotel, near Carrier Circle.

CNY ATD annually presents CNY BEST Talent Development Awards to recognize local excellence in this field. Organizations that link learning to the strategic growth or success of organizations and individuals are honored as CNY's BEST in Talent Development.

Nominations for this year's CNY BEST Talent Development Awards represent a wide-range of organizations and include: American Heart Association - Greater Syracuse; University Center for Training and Development, Binghamton University, State University of New York; Community Bank, N.A.; Crouse Health; The Hartford; International Wire Group, Bare Wire Division; Nick Meskos, AmeriCU Credit Union; NYCM Insurance; OBG; Oneida Nation Enterprises Training Team, and Onondaga Community College.

Nominations were evaluated by a panel of local and national judges representing the profession and community for quality of talent-development practices, practice results and impacts, and demonstrations of how the practices linked to the strategic growth or success of the organization and individuals. The panel of judges for the 2018 CNY BEST Talent Development Awards included: Kristen Barney, Suburban Propane; Gayle Bays, CPLP; Laura Carroll; Chris Coladonato, CPLP, Farmers Insurance and national advisor to chapters, ATD; James D'Agostino, TDO – Train, Develop, Optimize; Steve DeHart, CPLP, Progressive Insurance and President Elect, CNY ATD; Louise Hand, Saab Sensis and vice president, CNY SHRM; David Hofstetter, The Hofstetter Group and national advisor to chapters, ATD; Daniel Lobb, CPLP, TRP Enterprises Inc. and past national advisor to chapters, ATD; Debbie Morello, Morello & Associates; and Lisa Rawcliffe, Engage Forward.

The honorees were as follows.

CNY BEST Talent Development For-Profit Organization Award



The Hartford was recognized with the CNY BEST Talent Development For Profit Organization Award for linking talent development to their organization's strategic growth or success with its Claims DNA Badging Talent Development Program. The Hartford's claims organization recognized that building employee core competencies drives continuous improvement and profitable growth. Employees are naturally motivated by development. They also want to differentiate their value and achieve recognition for their skills. For these reasons, The Hartford designed a talent-development program focused on developing, improving and sustaining essential capabilities known as "Claims DNA." Transferable digital badges are the centerpiece of this program. Employees' personal motivation to develop is enhanced and rewarded because their essential skills are publicly recognized. Each earned badge stays with the employee throughout their career and each employee can add to their portfolio of badges as their capabilities mature and expand. The program provides ongoing continuous personal talent development and organizational improvement.

Since the inception of the Claims DNA Program, the claims organization has exceeded other Hartford organizations in promotions, internal transfers, and retention, plus exceeding other Hartford organizations in surveyed employee-performance enablement measures by five points. One judge summed it up, "This is a most impressive, extremely well-designed program. A sustainable and scalable solution for well-identified talent development, one that could be implemented in other companies who are addressing similar talent opportunities. Hats off to a job well-done!"

CNY BEST Talent Development Not-for-Profit Organization Award



Crouse Health was honored with the CNY BEST Talent Development Not-for-Profit Organization Award for linking talent development to the organization's strategic growth or success with its "Clueing In to Risk Management" program. In order to provide the best in patient care, Crouse constantly trains employees on common corporate-compliance issues. This is accomplished through mandatory, yearly computer-based learning modules and in-person classes.

Every three years, lectures of common issues are presented. Crouse Health's Education and Professional Development team transformed the standard risk-management lecture into an interactive multimedia class. Based on the game of Clue, the class introduced staff to characters and scenarios of common risk-management issues around communication, HIPAA and credentials. The interactive class uses videos, debriefing, discussions, and sharing stories to determine: Who did what? How? and What should have happened? Crouse has seen better retention of compliance information and a significant decrease in complaints and issues in the covered areas of risk management. A judge exclaimed, "Loved the Clue game concept! Making a boring, compliant training more fun, with better learning."

CNY BEST Talent Development Individual/Team Award



Oneida Nation
ENTERPRISES

The **Oneida Nation Enterprises (ONE) Training Team** was presented with the CNY BEST Talent Development Team Award for contributing to internal or external customers' talent-development growth or success. Over the last year, Oneida Nation Enterprises saw continued growth and success in the openings of a new casino complex, a wine and spirits superstore, and a new convenience store brand. In addition to these openings, new systems were implemented to enhance the guest experience and new certification programs were conducted to ensure leadership and employees stayed up to date and compliant in the requirements of the business.

All of this was accomplished while ongoing department, team, and individual training and development programs continued to meet the needs of its employees. Through the onboarding of almost 1,600 new employees, to guest service, compliance, and leadership training and beyond, the ONE Training Team ensured the success of the new enterprises as well as the continued growth and development of the more than 3,500 employees who completed training during the year. The growth of the Oneida Nation Enterprises has provided opportunities for the ONE Training Team to demonstrate its training design, delivery, and coordination expertise, its ability to partner across the organization to achieve diverse business goals, and its flexibility, dedication, and commitment to the success of the organization.

Ray Halbritter, CEO of Oneida Nation Enterprises stated, "Our ability to on-board and prepare our workforce to provide our guests with the high standards of skills and hospitality for which we are known is due in part to the tireless efforts of the Oneida Nation Enterprises Training Team." The judges commented that, "The Oneida Nation Enterprises Training Team is clearly a strong business partner supporting the organization's many enterprises and the overall goals of the organization."

In addition to recognizing excellence in talent-development practices, CNY ATD and CNY ATD members were acknowledged for national and local recognitions, and CNY ATD scholarship recipients were announced.

Sharing Our Success



sharing our success

ATD (Association for Talent Development) recognized **CNY ATD** with a Sharing Our Success Award for CNY ATD's Leadership Team Onboarding best practice. CNY ATD's Leadership Team Onboarding — On Your Own practice achieves a goal of simplifying the onboarding of leaders while still accomplishing what needs to be done, namely informing and acquainting the leadership team about the organization and their leadership roles and expectations. With time a precious commodity for everyone, especially for volunteers, a 100-percent participation, self-review approach was developed

for leadership onboarding providing an overview that everyone can review individually on their own time that ensures that onboarding is handled properly for all leadership-team members.

ATD identifies and recognizes best practices among ATD chapters and uses them as models for other chapters. The ATD stated “This recognition honors CNY ATD’s best practice that demonstrates its commitment to managing a successful organization as well as advancing the talent development profession. We are honored to recognize CNY ATD with ATD’s Sharing Our Success recognition.”

CNY ATD Member Recognitions



Cheri Green and **Beth King** were recognized as 40 Under Forty winners as part of an award program presented by BizEventz and the Business Journal News Network. Cheri and Beth were nominated by CNY ATD for the 40 Under Forty recognition for their contributions to CNY ATD and their other business and civic achievements.



Mark Britz was recognized for receiving the international Internet Time Alliance Jay Cross Memorial Award for 2018. Recipients of this award champion workplace and social-learning practices, sharing their work in public and often challenging conventional wisdom. The award is given to professionals who continuously welcome challenges at the cutting edge of their expertise and are convincing and effective advocates of a humanistic approach to workplace learning and performance.

CNY ATD Scholarship Awards



Amanda Walters was awarded the CNY ATD Ken Steiger Leadership Scholarship. Amanda is pursuing her APTD (Associate Professional in Talent Development) certification. **Shana Pughe Dean**, Mohawk Valley Resource Center for Refugees; **Martha Hutchinson**, Alzheimer’s Association; and **Gracious Moyo**, InterFaith Works of CNY were awarded CNY ATD Train-the-Trainer Scholarships.

CNY ATD established the CNY ATD Scholarship Program to encourage and support professional development and continuing education in the field of talent development. The CNY ATD Ken Steiger

Leadership Scholarship is named in honor of CNY ATD's 2015 Lifetime Achievement Award winner, Ken Steiger. The CNY ATD Train-the-Trainer Scholarships provide financial assistance for not-for-profit organizations looking to develop their staff who educate an audience.

Keynote Speaker



The keynote speaker for the 2018 CNY BEST Talent Development Awards Ceremony was **Randy Wolken**, president and CEO, MACNY, The Manufacturers Association; president of the Manufacturers Alliance of New York; regional co-chair of the Central New York Regional Economic Development Council, and author of the recently published book, "Present-Future: How to Thrive in Today's Economy." Randy's keynote discussed talent development in today's economy.

Sponsors



CNY ATD thanks the following sponsors for their support of the CNY BEST Talent Development Program: OBG, O.C. Tanner, Business Journal News Network, Visual Technologies Corporation, Oneida Nation Enterprises, LLC and Emergent.

CNY ATD is the local affiliate chapter of Association for Talent Development (ATD). For more than 45 years, CNY ATD has been connecting talent development professionals throughout the region and contributing to the growth and recognition of the profession. Currently, CNY ATD has over 140 members from various businesses covering 17 plus counties from the Canadian border to the



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