



Talent Development

2018 Nominations

Organizations – For Profit



Talent Development Initiatives – Excellence to Workforce Effectiveness

The steady, corporate-wide growth of Community Bank complemented by the investment and integration of enhanced technology presented complexities and challenging opportunities for many of the corporate-wide functional departments throughout the organization. These compelling changes has evolved all functions of Human Resources into a more central and strategic partner for the organization. In order to have a strategic vision across the organization, strategic workforce planning included an overall talent management and development strategy. To stay ahead of workplace trends and ensure that the next generation of leaders are prepared to lead, it was imperative to expand the scope to effectively deliver corporate-wide initiatives including employee and leadership development, workforce planning, succession planning, and performance and talent management across our widening footprint.



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.



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Refugee Initiative

The manufacturing labor force is rapidly diminishing while the demand for International Wire Group products has increased significantly. Employee retention along with a reduction in training time is imperative to keep competitive in the market. Faced with finding people, getting them trained and retaining them, International Wire started a Refugee Initiative, and tapped into the growing refugee population in our area. By implementing structured learning, visuals and differing learning approaches, and teaming current employees with the refugee workers we saw each of them grow. Seasoned employees actually stopped to think about processes they have been doing for years, which made them better operators and the refugees were able to grasp onto concepts quickly and efficiently.



Introduction of the Personal Insight Inventory (PII)

NYCM Insurance has always been committed to maintaining great service and providing a personal touch to insureds, while also focusing on being a good corporate citizen. These commitments and successes could not be realized without the employees. To better serve employees, NYCM brought InColor Insight into the company. Insight uses the Personal Insight Inventory (PII) to understand the behavior patterns, energy drivers, and expectations of each employee. This data sets the stage for powerful team conversations about how to leverage strengths, align goals and support personal growth. The insight profiles provide a universal language of color which represent behavioral orientations.



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People Culture & Talent Management

Through ongoing strategic planning discussions, OBG's senior leadership team confirmed the company's continued focus on growth. Considering the company's size and key competitors, the leadership team made the decision to invest in the people culture of the company to be a competitive differentiator and have a positive impact on its growth potential. This focus on people engagement, and attraction and retention efforts allows OBG to leverage its unique people culture to become a destination employer and to take a strong stance against the war for talent. OBG initiated a new "Talent Management" program in response to this business need with the purpose to identify people who will make talent development a priority, and to coach them in the skills needed to create highly engaged teams to attract and retain talent.



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Organizations – Not for Profit



**American
Heart
Association.**

Training and Mentoring Employees Throughout Their Entire Career Path

The foundation of success for the American Heart Association – Greater Syracuse (AHA) is based on cultivating a unique partnership between staff and volunteers to achieve the organization's mission and objectives. The training of staff in this critical partnership, throughout their entire tenure with the organization, is paramount to organizational success. From first hiring through when an employee is seasoned, there is a focus on identifying ways in which the person can not only expand their skill sets, especially as they relate to volunteer management, but also share their experience and expertise with others. Through a series of programs, tailored for where the employee is in his or her tenure, this talent development program seeks to provide the staff with opportunities both within the AHA and externally as employees interact with members of the community. The AHA is dedicated to advancing the career path of employees by providing as many opportunities to learn and grow in the organization.

BINGHAMTON
UNIVERSITY

STATE UNIVERSITY OF NEW YORK

Binghamton University Certification Program

The University Center for Training and Development of Binghamton University, State University of New York designed a new Certification Program to provide staff members with valuable skillsets on Microsoft Office applications and to certify their mastery of these topics. This program enables staff to develop new skills or sharpen current skills. While these skills may not be required in the staff's current position, it enables them to apply for a wider range of positions and also offers the chance to develop new skills that increase productivity and may lead to advancement. Upon receipt of a passing grade, a certificate is issued to the participant and a copy placed in the participant's human resource file as well as a letter describing the skills mastered in the program.



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Clueing In To Risk Management

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?



ONONDAGA
COMMUNITY COLLEGE

Academic Department Chairs' Professional Development Journey

Onondaga Community College Academic Department Chairs plan and manage operations of their Academic Departments. These chairs rotate on a three-year cycle, making turnover a reality with an inherent learning curve. The Academic Department Chairs' Professional Development Journey started when a question was asked – "Is there a position description for the Department Chairs"? Answer "no, but let's develop something". A multidisciplinary team was assembled and developed a position description with duties and responsibilities along with professional development opportunities to educate and support chairs in their role and resource materials to facilitate a seamless transition from one department chair to the next.



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Individual/Team



Nick Meskos

Sales and Member Service Trainer

AmeriCU Credit Union

Sales Training and Coaching Through Personal and Professional VALUES

AmeriCU recognized that a consistent approach to sales management and coaching was needed to insure accountability. Nick Meskos brought his sales skills to launching a value-driven branding effort to hold stakeholders accountable from the member-facing producers to the C-Suite. Objectives were created with a focus on fusing Training, Sales Management and Coaching. This Sales Training and Coaching accordance model provides an outline to train properly and continually coach a process that begins and ends with each team members' and AmeriCU's VALUES. As Sales Trainers and Coaches/Managers develop their teams today, they are basing much of their recruitment and individual and team conversations around this personal and professional value system.



Oneida Nation
ENTERPRISES

ONE Training Team

Talent Development for Growth and 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 over 3,500 employees who completed training during the year.