



## ***Talent Development***

## **2021 Nominations**



### **MVP-1 Team > COVID 19!**

AmeriCU Credit Union's MVP (Member Value Program) was initiated to create a consistent and meaningful member experience for every member, every time they came in or call on AmeriCU. MVP is integrated with a 1 Team philosophy to create consistent and meaningful experiences with each other as co-workers. With the pandemic, AmeriCU's Training Team shifted their focus to addressing the emotional and morale challenges felt by members and employees. All classes, workshops, huddles and interactions were reviewed with a keener eye toward employee morale. Regular check ins with staff members were done by sending instant messages or emails with a happy emojis and repeated and sincere thank yous. Trainers became sounding boards, counselors and "morale ambassadors" for the frontline team. Not losing sight of making the emotional connections with members and employees made MVP-1Team > Covid 19!



### **Keeping People Safe and Factories Running**

Keeping People Safe and Factories Running is a consortium of 23 companies that came together in the early stage of the pandemic to address a fear that the infection could shut down operations with a devastating impact on the companies, the economy, the communities, and the employees. This was an effort that required significant creativity, speed and commitment to get it right, and to work together to develop best practice protocols and Keep People Safe and Factories Running. Cohorts made a pledge that their respective companies would go above and beyond the safety and communications requirements put out by the various governmental agencies. Tasks, protocols, training, a set of common measurements of effectiveness and audits were agreed upon with a process of continuous improvement.



### **Leadership for Managers Course**

Leadergrow Inc.'s Leadership for Managers Course is aimed at all leader positions from supervisor to C-suite executives, and is an excellent development course for aspiring leaders with the goal of creating a much higher caliber of leader. Developed using many years of experience by a top thought leader on leadership development, the course shows a passion and belief that the highest calling for any leader is to grow other leaders. The course covers leadership, motivation, culture, building trust along with communications and people skills, organizational and corporate skills, and integrating work and life.



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### **nationalgrid**

#### **Our Journey to Securing Course Materials**

National Grid's Our Journey to Securing Course Materials project was initiated to address issues relating to course materials: no formal procedures for monitoring course content or access to the materials, inconsistent, inefficient approaches to search, locate and use materials, missing, accidentally moved, deleted or outdated files, reproducing materials to replace those lost or missing, along with security issues resulting in a new IT cybersecurity plan. Following research and discussions, the Instructional Design team led the process of reviewing and moving all course materials to a new SharePoint site. The application provided the team a better way with improved overall processes to create permissions, manage courses, track version history and have accountability to creating or changing course materials.



#### **OneJourney Orientation Goes Virtual!**

OneGroup relies on the company's collaborative culture to be most successful. In revamping their new team member orientation, they wanted to ensure they were still providing the team with the tools needed to be most successful as a member of OneGroup. The OneJourney Orientation Goes Virtual program developed virtual collaboration with introductions, conversations, and meet and greet sessions with Culture Ambassadors, CEO, various department heads, team members, business support team members, and mentors. Building these relationships allows team members to feel that they have the full support of other more seasoned team members. Team members are provided training and development solutions in a virtual environment where they can grow and develop skills in a productive manner, all while still providing the interaction and collaboration that OneGroup craves.



**Oneida Nation**  
ENTERPRISES

#### **We Are ONE - Safer Together**

In a historically reliant face-to-face culture, Oneida Nation Enterprises quickly changed and adapted to the use of technology for distanced communication and learning with the onset of the pandemic. The We Are ONE – Safer Together two-phase program dealt with the pandemic shutdown and reopening processes. An Employee Call and Email Response Center was developed with comprehensive training for the HR Response Center Team to handle inquiries for employees. Educational programs were developed and implemented that included pre-reopening video, train-the-trainer for department resources, and instructor led, video and translated language workshops covering new processes and expectations. Self-directed leadership learning guides were developed and distributed providing information, advice, leadership models and other resources to equip leaders in supporting their teams and guests.



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### **Workforce Training & Development**

As the designated Manufacturing Extension Partnership (MEP) Center serving Central New York, TDO – Train, Develop, Optimize assists small to mid-sized manufacturers with Workforce Training and Development. TDO's team consists of experienced, senior-level professionals from diverse industries with a passion for helping companies and individuals. TDO can help companies increase revenue, reduce costs, and increase productivity using their business, leadership, process improvement, and technical expertise by focusing its efforts on a wealth of effective resources for workforce training and development.



### **New Hire Orientation**

To maintain a commitment to employees during the recent pandemic, it became clear to Tompkins Financial Corporation that they needed to alter their traditional approach of quarterly in-person orientation sessions for new team members. Concern around establishing the Tompkins culture with new hires in a disconnected virtual environment was a driving force. A project team was assembled combining those individuals that were actively participating in the "current state" orientation and those that could provide some additional perspective with regard to virtual presence and tools, marketing, and diversity. The result was the successful launch of a hybrid New Hire Orientation model that gives new hires a positive onboarding experience from the start and continues with multiple touch-points that utilize various tools - both virtual and in person.



### **Developing Professional Capability**

The YWCA was looking to shift gears for their Girls Inc. program which had been provided in-person at multiple schools to creating a virtual platform which would include on-line lesson plans, daily check-ins and help with navigating the unknown of on-line learning. By utilizing the Developing Professional Capability practice, staff researched on-line trainings from various associations that had expertise in these types of training in order to create a virtual program for the girls to attend. These trainings assisted the staff with the virtual program delivery, ease of facilitation for families, as well as staff gaining knowledge to be present and understanding different situations.