



FY23 Q4: April 2023



Over 60 eLearning courses are now being offered by the State Personnel Office, available to all State employees on the ELM system. These eLearning courses are available on-demand so that they can be taken whenever best fits your schedule.

Other course tracks include the Essentials of Supervision and Management (ESM) program and the Communication and Conflict Resolution Skills (CCR) series.

Completion of any eLearning courses or learning tracks provides a training certificate that State employees can have placed in their personnel files and can list on their resumes to highlight the knowledge and skills gained.

Choose your next learning track today by going to the [Enterprise Learning Management \(ELM\) system](#).

SPO Training Spotlight: Customer Service Excellence Training Program

The State Personnel Office Training and Development Bureau recently launched a new training program called the Customer Service Excellence (CSE) Series. The program consists of six eLearning modules and a final, instructor-led capstone course. The six eLearning modules serve as prerequisites to enrolling in the final course, and completion of the final course will result in the participant receiving a certificate of series completion. The intent of the program is to be applicable not only to those who provide services directly to members of the public, but also to those in any role that works with constituents, clients, consumers, or even provides internal customer service by working with fellow State employees. The eLearning modules cover such topics as essential skills, advanced skills, cultural awareness issues, and working with upset individuals.

Specific courses and their course codes in the ELM can be found at <https://www.spo.state.nm.us/training/cse/>. Excluding the capstone course, the courses do not have to be taken in order and may each be taken separately without completing the series.

View class listings and register directly using the Enterprise Learning Management (ELM) system at <https://elm.share.state.nm.us>. The capstone course will be offered on a monthly basis and registrations will be limited to allow for a highly interactive class.



Change Management Mini eLearning Track

You know what they say: Nothing is permanent except change. Even though it's unavoidable, change can be challenging. How can you help your team prepare for and adapt to changes in the workplace? We have you covered with a new mini eLearning training series on Change Management. Learn fundamentals of change management, models you can apply, and change communication best practices. After completing the three courses in the series, you'll take and pass a final assessment to receive your certificate of series completion.

What's a Hybrid Learning Track?

The courses offered by the State Personnel Office are in one of two modalities: instructor-led or eLearning. "Instructor-led training" (ILT) means that the class is facilitated live by one of our trainers, either in person or remotely over Zoom. The designation "eLearning" means that the class is not offered by an instructor, but rather is available on-demand for self-paced completion on the Enterprise Learning Management (ELM) system.

Many of our eLearning courses are grouped in learning tracks (also called training series or programs). The State Personnel Office currently offers seven learning tracks. Learning tracks may consist entirely of eLearning courses, including a final assessment that is completed online, or may be "hybrid," meaning they consist of both eLearning courses and instructor-led courses.

Currently, four of our learning tracks (Career Success Foundations, Professional Growth and Advancement, Workplace Wellbeing, and Change Management) are eLearning only, while the other three (Essentials of Supervision and Management, Communications and Conflict Resolution Skills, and Customer Service Excellence) are hybrid tracks consisting of both eLearning and instructor-led classes. Completion of all eLearning courses or learning tracks provides a training certificate that State employees can have placed in their personnel files and can list on their resumes to highlight the knowledge and skills gained.

Find a listing of all learning tracks and their required courses at <https://www.spo.state.nm.us/training/learning-tracks/>, and choose your next learning track today by going to the Enterprise Learning Management (ELM) system at <https://elm.share.state.nm.us/>.



New this month: Ongoing Leadership Education (OLÉ) training series!

In April, the State Personnel Office Training and Development Bureau will debut the new Ongoing Leadership Education (OLÉ) training series, consisting of one-hour discussions of leadership topics providing useful action ideas in a short amount of time. The sessions will take place on the third Thursday of each month at 10-11 AM over Zoom, beginning on April 20, 2023. Registration on [ELM](#) is appreciated, but advance registration or access to ELM are **not required** to attend OLÉ sessions. Contact us at personnel.training@spo.nm.gov if you would like to attend and can't register on ELM. We look forward to seeing you there!

FY23 Q4 OLÉ schedule

4/20	The Leader's Checklist (SoNM-1827-1) Learn to use The Leader's Checklist to help strengthen different dimensions of your leadership.
5/18	Building Trust as a Leader (SoNM-1827-2) Success as a leader depends on building trust. Learn about four specific actions you can take to help build trust quickly with your team and colleagues.
6/15	Change Management Tools for Leaders (SoNM-1827-3) Discover how to lead better through times of change by utilizing five key actions.



By the Numbers

The State Personnel Office has added 60 Learning courses available to all State employees on the ELM system since the beginning of 2022, and the response to these courses speaks for itself!

In 2022 alone, over 5,000 certificates of course completion were issued for the newly-launched eLearning courses, and that number is expected to grow significantly in 2023.

Black History Month eLearning Course Launched

In honor of Black History Month, in February the State Personnel Office released a new educational opportunity available on the SHARE Enterprise Learning Management (ELM) system: an eLearning course called “Black History Month” (course code SoNM-1801).

This course, available for completion on a voluntary basis, provides an opportunity to explore the history of the Black experience and learn about a few of the many contributions that Black people have made to society through excellence and innovation in science, the arts, law and politics, sports, and more.

The course is available now and will remain available on a continuing basis after the end of February.



Interpersonal Leadership Skills Course Completely Revised

Our course on Interpersonal Leadership Skills is new and improved! In this three-hour, instructor-led workshop, you'll learn how to build interpersonal skills necessary to be an effective and successful leader by learning about the domains that make up emotional intelligence and how to apply them in your workplace interactions. Leverage emotional self-awareness, self-regulation, empathy and trust-building to better manage professional relationships and lead your team. The course includes group discussions, reflective exercises, and small group activities to apply the frameworks you have learned and expand your leadership capacity.

Find the next offering of this course on ELM (course code: SoNM-1693) or on our Training Calendar at <https://www.spo.state.nm.us/training/training-calendar/>.



What's an EVP?

An Employee Value Proposition, or EVP is the set of benefits offered by an employer to its employees in return for the skills, experience and qualities they bring to the position (definition from Indeed.com). Those benefits may include career development opportunities like leadership training and skills training offered to employees. At the State of New Mexico, you may also have heard of "[Total Compensation](#)".

Did you ever think of training and development opportunities as part of the benefits package you receive as a State employee? Opportunities to develop your knowledge and skills to further your career are part of the State's EVP that it offers to every employee. We are investing in you so that you can continue to invest in your career here at the State of New Mexico. Take advantage of all the [benefits offered to you](#) by participating in training and development!



About Us

The SPO Training & Development Bureau provides learning opportunities for state employees to promote professional growth and development and to ensure that our workforce is well-equipped to carry out their important responsibilities. We offer instructor-facilitated classes, on-demand eLearning modules, and additional resources and support for state employees' learning and development needs.



Visit our [Training Calendar](#) on the SPO website to view and register for upcoming training events.



Contact us at personnel.training@spo.nm.gov with any questions or concerns.

Essentials of Supervision and Management Program: Graduates for the Third Quarter of FY23

The State Personnel Office Training and Development Bureau congratulates the latest graduates of the Essentials of Supervision and Management (ESM) program! These graduates completed the program by completing 10 eLearning courses, the instructor-led Managing Employee Performance class, and the final Capstone Course. They then received a certificate of completion of the Essentials of Supervision and Management Program. By completing the program, they have demonstrated their investment in developing their leadership knowledge and skills to best serve the State of New Mexico.



The January, February, and March 2023 graduates are:

Kathy Abernathy	Jennifer Hasty	Richard Martinez	Leonora Sanchez-Rees
Cornelius Amindyas	Heidi Henderson	Beau Masse	Valerie Seidl
Bethany Anderson	Rick Hendricks	Misty Mathews	Tammy Sells
Lilyana Atencio	Jason Herman	Teresa McDill	Sandra Sias
Dana Bahar	Cindy Hollenberg	James Midkiff	Elmer Smith
Tasha Burns	Jessica Juarez	Leslie Munoz	Kristin Sovey
Gregory Chakalian	Judith Kahl	Cori Muskett-Skersick	Zachary Stauber
Keith Chavez	Michael Kesler	Randal Myklebust	Roman Szkoda
Charles Dentino	Apryl Kirkham	James Nellessen	Jessica Tapia
Brent Ellington	Noemi Kniepkamp	Amanda Olvera	Andrea Telmo
Erin Farley	Anupama Kodali	Melinda Owens	Tanya Trujillo
Les Flores	Tracey Koenigsdorf	Kathleen Primm	Sadie Valdez
Leslie Fortier	Carrie Krzebiot (Weems)	Samantha Rendon	Jose Vega
Lorena Goerger	Carol Larez	Santiago Rodriguez	Robert Watts
Sherin Gonzales-Miller	Susan Lucas Kamat	Rhonda Romero	Douglas Wine
Lynette Guevara	Denise Marquez	Leslie Sanchez	Emily Worthen
Eric Hall	Brenda Martinez	Roseanne Sanchez	Stephen Yanicak