


NEW MEXICO
STATE PERSONNEL OFFICE

Michelle Lujan Grisham
Governor

Dylan K. Lange
Acting Director

Date: November 9, 2023
To: Cabinet Secretaries, Agency Heads, and HR Managers
From: Dylan K. Lange, Acting Director 
Subject: Guidance on Training Courses and Programs

State Personnel Board

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I. Purpose

The purpose of this Guidance is to make recommendations for the use of certain employee training courses and programs by state agencies to meet training compliance and employee development goals.

II. Background

The State Personnel Office has implemented numerous employee training courses and programs designed to address training and development needs for state employees across all agencies.

Topics of these courses and learning programs include compliance-oriented training, fundamental competency development, and leadership development for aspiring, new, or existing supervisors and managers. The courses were developed in response to identified training needs and are based on efforts to bring statewide training programs into better alignment with learning industry recommendations for workforce training and development.

These courses are primarily provided in an on-demand, eLearning format, available on the SHARE Enterprise Learning Management (ELM) system. Additionally, some training courses are available as live, instructor-led courses held either in person or delivered remotely. The State Personnel Office is pleased to be able to offer these courses and programs to all State employees free of charge.

Address:

2600 Cerrillos Road
Santa Fe, NM 87505-3258

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505-476-7759

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505-476-7949

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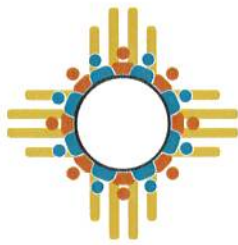
www.spo.state.nm.us

III. Recommendations

The following programs and courses are recommended to help address compliance needs as well as individual and organizational development:

Learning program name	Description	Target learners and recommended timeframes
Customer Service Excellence (CSE)	Hybrid (eLearning and instructor-led) program for development of crucial customer service skills	All employees who provide customer service (particularly external customer service) within 6 months of position entry
Essentials of Supervision and Management (ESM)	Hybrid (eLearning and instructor-led) program emphasizing fundamental competencies for new supervisors and managers	New supervisors and managers within 6 months of position entry; aspiring or current supervisors/managers as deemed appropriate by the agency

Course name	Course code in ELM	Target learners and recommended timeframes
Workplace Sexual Harassment Prevention and Response	SoNM-1770	All new, nonsupervisory employees at hire then every one or two years thereafter
Sexual Harassment Prevention and Response for Supervisors	SoNM-1887	All new, supervisory/managerial employees upon position entry then every one or two years thereafter
Doing the Right Thing: Workplace Ethics	SoNM-1759	All new employees at hire then every one or two years thereafter



Demonstrating Workplace Integrity	SoNM-1762	All new employees at hire
Workplace Ergonomics and Injury Prevention	SoNM-1867	All new employees at hire

IV. Conclusion

The above-listed training courses and programs are recommended for use by state agencies for the purposes of compliance training and employee development.

Many other courses are available that may benefit leadership development and employee growth and development. Agencies are encouraged to utilize these resources by assigning them to employees or encouraging training completion as appropriate. Courses are being added regularly to address both compliance and employee development needs, so look for announcements as the courses become available.

Please contact the State Personnel Office Training and Development Bureau personnel.training@spo.nm.gov with any questions you have about these programs and courses.