



State Personnel Office

Learning & Development

Course Catalog

Updated 08/07/2024

Table of Contents

Introduction	3
About the Learning and Development Bureau	4
Learning Tracks.....	5
Essentials of Supervision and Management	6
Advanced Team Leadership.....	7
Change Management.....	8
Project Management.....	9
Career Success Foundations	10
Customer Service Excellence	11
Professional Growth and Advancement	12
Successful Communication Skills	13
Workplace Wellbeing.....	14
Course Descriptions	15
Instructor-Led Course Descriptions	16
eLearning Course Descriptions.....	20
Contact Us	40

A woman with dark curly hair, wearing a blue sleeveless top, is seated in the foreground and smiling while raising her right hand. She is in a classroom or meeting room with other people seated in the background. A dark teal banner with the word "Introduction" is overlaid on the top right of the image.

Introduction

About the Learning and Development Bureau

The Learning and Development Bureau provides strategic learning solutions to support the goals of agencies across State government by promoting employee development, success, and advancement. The Learning and Development Bureau provides instructor-led classes, on-demand eLearning courses, structured learning programs, and consultative partnerships with State agency leadership and HR professionals to enhance individual and organizational effectiveness.

The Learning and Development Bureau helps advance the mission and vision of the State Personnel Office by serving the learning needs of all state employees for improved business outcomes. Learning opportunities include those that increase workplace skills and competencies of employees, create opportunities for professional growth and development, help further agency organizational goals, help improve work environments to support employee engagement and retention, grow skills and competencies of current supervisors and managers, and align with succession planning needs for future leadership. In support of the mission of the State Personnel Office, the Learning and Development Bureau also provides and curates learning opportunities for state agency Human Resources (HR) professionals for subject matter expert-based updates to key HR knowledge and competency areas.

The Bureau is especially proud of its structured leadership development programs provided free of charge to any state employee. The Essentials of Supervision and Management (ESM) Program, launched in mid-2022, had graduated over 500 program completers by mid-2024. Program graduates consistently report very high rates of agreement with the quality, relevance, and positive impact of the program on their own leadership. The ESM Program, which is primarily oriented toward supporting aspiring (pre-management) and new supervisors and managers in developing the knowledge and skills to grow into exceptional leaders for the state of New Mexico, consists of approximately 12 hours of self-paced eLearning courses followed by 8 hours of instructor-led learning, for a complete, 20-hour curriculum focused on core knowledge and competency development to support the missions of every state agency in serving New Mexico.

To learn more about the State Personnel Office Learning and Development Bureau, please visit us on the web at <https://www.spo.state.nm.us/learning-development/> or email us at Learning.Development@spo.nm.gov. We look forward to serving your learning and development needs.

Learning Tracks



Essentials of Supervision and Management

Do you aspire to a leadership role, or want to build your supervisory and managerial competencies? Essentials of Supervision and Management (ESM) is our flagship program consisting of 12 total courses: ten prerequisite eLearning courses that are done independently, one prerequisite course that is eLearning/Instructor-led hybrid, and one final full-day completion course. The program is intended for those new to supervision and management, those aspiring to supervision and management, and for supervisors and managers who wish to review foundational skills and enhance their professional growth and development.

Essentials of Supervision and Management Program Course Listing		
Course Name	ELM Course Code	Delivery Method
Stepping Up: A Guide for New Managers & Supervisors	SoNM-1702	eLearning
Introduction to Managing a Team	SoNM-1704	eLearning
Holding Productive Meetings	SoNM-1705	eLearning
Succeeding at Delegation	SoNM-1706	eLearning
Motivating Your Team	SoNM-1708	eLearning
Giving Employee Feedback	SoNM-1709	eLearning
Conducting Effective Job Interviews	SoNM-1717	eLearning
Promoting Diversity and Avoiding Bias	SoNM-1710	eLearning
Managing Employee Conflict	SoNM-1712	eLearning
Creating Success through Performance Management	SoNM-1711	eLearning
Conducting Performance Evaluations at the State of New Mexico	SoNM-1914 SoNM-1915	Part 1- eLearning Part 2 - Instructor-led
Essentials of Supervision and Management Program Capstone Course	SoNM-1720	Instructor-led

Advanced Team Leadership

Advanced Team Leadership (ATL) is a program of study meant to take your team leadership skills to the next level. The program is intended for State of New Mexico employees who have at least one year of supervisory experience and who are currently supervising at least two employees. Prior completion of the Essentials of Supervision and Management Program is recommended. In the ATL Program, cohorts will first complete a series of eLearning courses, and then design, implement, and present on a Capstone Project in which they apply a strategy, tactic, or other idea from the learning to their own team leadership.

Advanced Team Leadership Program Course Listing		
Course Name	ELM Course Code	Delivery Method
Qualities of Great Leaders	SoNM-1874	eLearning
Using Leadership Styles to Guide Your Team	SoNM-1875	eLearning
Leading with Emotional Intelligence	SoNM-1876	eLearning
Demonstrating Ethical Leadership	SoNM-1877	eLearning
Cultivating Diversity, Inclusion, and Belonging at Work	SoNM-1878	eLearning
Leading through the Four Stages of Team Development	SoNM-1879	eLearning
Navigating Team Dynamics	SoNM-1880	eLearning
Developing Your Employees	SoNM-1881	eLearning
Understanding the Role of Team Culture	SoNM-1882	eLearning
Facilitating Team Problem-Solving	SoNM-1883	eLearning
Leading Through Change	SoNM-1884	eLearning

Change Management

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? In this mini eLearning training series on Change Management, which consists of three eLearning courses and a final assessment, you'll learn fundamentals of change management, models you can apply, and change communication best practices.

Change Management Course Listing		
Course Name	ELM Course Code	Delivery Method
Fundamentals of Change Management	SoNM- 1755	eLearning
Understanding Change Management Models	SoNM- 1776	eLearning
Change Management Communication	SoNM- 1770	eLearning
Change Management eLearning Series Final Assessment	SoNM-1805	eLearning

Project Management

Are you ready to manage a project from start to finish? Can you lead a team through a project successfully? Project management skills and competencies are highly sought after in many jobs. The State Personnel Office offers this training series for any state employee who would like to advance their knowledge and skills in this important competency area and obtain a certificate of completion.

Project Management Course Listing		
Course Name	ELM Course Code	Delivery Method
Project Management Overview	SoNM-1849	eLearning
Getting Started with Project Management	SoNM-1850	eLearning
Mastering Project Management Frameworks	SoNM-1851	eLearning
Strategies for Managing Project Scope	SoNM-1852	eLearning
Project Management Scheduling	SoNM-1853	eLearning
Communication Strategies for Project Managers	SoNM-1854	eLearning
Successful Reporting for Project Managers	SoNM-1855	eLearning
Change Management for Project Managers	SoNM-1856	eLearning
Advancing Your Project Management Skills	SoNM-1857	eLearning
Project Management eLearning Series (final assessment)	SoNM-1858	eLearning

Career Success Foundations

New to the workforce? Start with this series to get your career off on the right foot! The CSF series is a program of study consisting of twelve eLearning courses that will help State of New Mexico employees start off right in their careers or review essential skills and knowledge to grow and develop as valued members of the State of New Mexico workforce. Topics covered in the series include demonstrating professionalism, workplace ethics and integrity, avoiding harassing behaviors, developing business communication skills, building good work relationships, and time management.

Career Success Foundations Course Listing		
Course Name	ELM Course Code	Delivery Method
The Complete Guide for New Professionals	SoNM- 1755	eLearning
Fundamentals of Workplace Professionalism	SoNM- 1776	eLearning
Workplace Sexual Harassment Prevention and Response	SoNM- 1770	eLearning
Developing Your Written and Verbal Communication	SoNM- 1733	eLearning
Building Good Relationships with Your Manager & Coworkers	SoNM- 1729	eLearning
Doing the Right Thing: Workplace Ethics	SoNM- 1759	eLearning
Demonstrating Workplace Integrity	SoNM- 1762	eLearning
Time Management Essentials	SoNM- 1756	eLearning
Setting, Tracking, and Achieving Your Goals	SoNM- 1768	eLearning
When to Ask Your Manager for Help	SoNM- 1777	eLearning
Common Workplace Challenges and How to Handle	SoNM- 1769	eLearning
Career Success Foundations Series Final Assessment	SoNM- 1789	eLearning

Customer Service Excellence

This training series will help State of New Mexico employees improve essential service skills, no matter what type of customer interactions you experience. Depending on your role, you may serve customers who are external, internal, constituents, clients, colleagues, and more. Employees who engage in all types of customer service will benefit from learning strategies to create a truly excellent experience, including building skills for communication, patience, empathy, consideration of cultural differences, and handling people who are upset or angry.

Customer Service Excellence Course Listing		
Course Name	ELM Course Code	Delivery Method
Introduction to Customer Service	SoNM- 1793	eLearning
Four Essential Customer Service Skills	SoNM- 1794	eLearning
Communicating Well with Your Customers	SoNM- 1795	eLearning
Advancing Your Customer Service Skills	SoNM-1796	eLearning
Cultural Sensitivity in Customer Service	SoNM-1797	eLearning
Working with Upset Customers	SoNM-1798	eLearning
Customer Service Excellence Program Workshop	SoNM-1799	Instructor-led

Professional Growth and Advancement

The Professional Growth and Advancement (PGA) series is a program of study consisting of ten eLearning courses and a final assessment. The series is intended for all State employees, but especially those who may be beyond the very beginning of their careers and are seeking to build necessary skills to grow and advance into higher-level positions.

Professional Growth and Advancement Course Listing		
Course Name	ELM Course Code	Delivery Method
Growing Your Career	SoNM-1771	eLearning
Take Control of Your Future: Career Development 101	SoNM-1757	eLearning
Resume Writing and Interviewing Skills for Career Advancement	SoNM-1721	eLearning
Business Writing Fundamentals	SoNM-1751	eLearning
The Art of Managing	SoNM-1775	eLearning
Developing Your Career with the Help of a Mentor	SoNM-1714	eLearning
How to Give Helpful Workplace Feedback	SoNM-1780	eLearning
Receiving and Seeking Feedback	SoNM-1718	eLearning
Problem-Solving Fundamentals	SoNM-1781	eLearning
Creating and Delivering Successful Presentations	SoNM-1774	eLearning
Professional Growth and Advancement Series Final Assessment	SoNM-1790	eLearning

Successful Communication Skills

Communication skills will benefit you no matter what job you perform. The SCS program consists of six eLearning modules and one instructor-led training. The training series will help State of New Mexico employees gain strategies to communicate well in various workplace situations. You will learn and apply effective communication techniques and styles to handle any workplace conversation with confidence, from meeting new colleagues, to demonstrating your professional capabilities, to handling a difficult conversation or resolving a conflict.

Successful Communication Skills Course Listing		
Course Name	ELM Course Code	Delivery Method
Workplace Communication Fundamentals	SoNM-1731	eLearning
Master the Art of Verbal Communication	SoNM-1750	eLearning
Working Effectively with Different Communication Styles	SoNM-1728	eLearning
How to Have a Difficult Conversation	SoNM-1732	eLearning
Resolving Conflict with Coworkers	SoNM-1730	eLearning
Communicating with Empathy in the Workplace	SoNM-1734	eLearning
Successful Communication Skills Program Workshop	SoNM-1760	Instructor-led

Workplace Wellbeing

Want some tips for self-improvement and growth? The Workplace Wellbeing (WW) series is a program of study consisting of eight eLearning courses and a final assessment. Topics covered in the WW series include developing a growth mindset, coping with workplace change, improving your focus, and dealing with pressure. The series is intended for State employees at all levels who wish to explore strategies to increase their personal and professional wellbeing in order to be at their best.

Workplace Wellbeing Course Listing		
Course Name	ELM Course Code	Delivery Method
Assessing Your Strengths, Interests, and Values	SoNM-1715	eLearning
Developing a Growth Mindset	SoNM-1758	eLearning
Creating a Respectful and Harassment-Free Workplace	SoNM-1690	eLearning
Coping with Workplace Change	SoNM-1761	eLearning
Bouncing Back from Making a Mistake	SoNM-1773	eLearning
How to Improve Your Focus at Work	SoNM-1772	eLearning
Achieve Success by Overcoming Procrastination	SoNM-1779	eLearning
Dealing With Stress, Pressure, and Burnout	SoNM-1778	eLearning
Workplace Wellbeing Series Final Assessment	SoNM-1788	eLearning

Course Descriptions



Instructor-Led Course Descriptions

Required Courses

Building Cultural Equity with Native Nations (SoNM-1653)

Required for all State agency managers and employees who have ongoing communication with Indian nations, tribes, or pueblos.

In this training, participants will develop a better understanding of how to engage and collaborate with Native communities in New Mexico. Participants will learn the omitted history of Native Nations in this country and its impact, as well as best practices of New Mexico Tribes and Pueblos. Participants will engage in interactive exercises to grow their awareness and knowledge of what it means to work more collaboratively with Native Peoples. Mandatory under the State-Tribal Collaboration Act, as applicable. Offered in partnership with the NM Indian Affairs Dept. Length: 3.75 hrs.

Civil Rights Awareness of State of New Mexico Employees (SoNM-1110)

Required annually for all State employees.

Instructor-led version of online course that is an annual requirement for all state employees. This is a comprehensive course covering workplace civil rights, discrimination, and diversity, required annually by the State Personnel Office. Workplace civil rights include protection from discrimination, harassment, and retaliation on the basis of statuses protected by equal employment opportunity laws. It is the responsibility of every employee to uphold and respect these rights. Length: 2 hrs.

Conducting Performance Evaluations – Part 2 (SoNM-1915)

Part 1 and 2 are required for all managers and supervisors within 90 days of appointment to position.

The second half of a course that is mandatory upon appointment to supervision. Completion of Part 1 (eLearning) is required to enroll in Part 2 (instructor-led class). Practice setting goals, rating performance, and providing feedback. Length: 2 hrs.

Courses for Managers/Supervisors and Aspiring Managers/Supervisors

Handling Conflict and Difficult Conversations (Leadership) (SoNM-1687)

This class will use scenarios and breakout groups to help managers and supervisors recognize early indicators of conflict and use strategies to soften or diminish negative responses in difficult conversations. Length: 3 hrs.

Hiring the Best Candidate for the Job (SoNM-1689)

This course will help hiring managers make the best use of the recruitment process, including preparing before posting the position for recruitment, using best practices for reviewing applicants, and writing good interview questions. Length: 3 hrs.

Interpersonal Leadership Skills (SoNM-1693)

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 interactions. Length: 3 hrs.

Leading a Workplace Culture of Civility (SoNM-1688)

Supervisors and managers will learn to recognize workplace incivility, its causes and effects; identify characteristics and benefits of a culture of civility; and use strategies to create and maintain a culture of civility. Length: 3 hrs.

Ongoing Leadership Education (OLÉ) (SoNM-1827)

OLÉ is a monthly learning session providing continuing professional development and support for supervisors and managers (aspiring or current) through one-hour presentations and discussions with practical, applicable ideas and suggestions. Topic changes each month. Length: 1 hr.

State Personnel Tools for Employee Recruitment and Retention (SoNM-1792)

This course will help managers and supervisors better understand key components of compensation and classification in the SoNM classified personnel system, as well as personnel administration tools that can be used to help hire and retain employees. Length: 2 hrs.

Strategies for Positive Management (SoNM-1632)

This course addresses common issues in supervision from an approach of using positive strategies to guide your employees toward growth and success. The course is interactive, and discussion based. Length: 3 hrs.

Essentials of Supervision and Management Series Capstone Course (SoNM-1720)

This highly interactive course provides opportunities to apply and practice the skills and knowledge from the eLearning modules in the ESM series through discussion and activities. Completion of program prerequisites required. Length: 6 hrs.

Courses for Human Resources Professionals

Employment Records Training: Retention, Transfer, & Archiving of Personnel Files (SoNM-1794)

This training will assist agencies in compliance with Rules, guidelines, and procedures concerning Retention, Archiving, and Transfer of Personnel Files. For HR and agency Records Liaison Officers. Length: 1.5 hrs.

SPO HR Business Process Overview (SoNM-1707)

This course will assist agency Human Resources professionals (HR) in partnering with the State Personnel Office to accomplish their organizational and personnel goals and comply with State Personnel Board Rules. For agency HR personnel only. Length: 3 hrs.

Managing the Employee Discipline Process: Guidelines for HR (SoNM-1713)

This course will assist State Human Resources (HR) professionals with understanding employee discipline processes, the sources of authority that guide them, and how to assist managers with applying procedures and issuing discipline correctly. For agency HR personnel only. Length: 3 hrs.

Courses for All Employees

What's Your Communication Style? (SoNM-1677)

This training helps learners identify their own preferred communication style, and to recognize styles preferred by others, strengthening communication skills. Length: 2 hrs.

Four Essential Customer Service Skills (SoNM-1794)

Learn the four essential customer service skills and how we can utilize them, so our customers feel valued, heard and understood. Length: 1 hr.

Effective Workplace Communication (SoNM-1897)

This course will explore the building blocks of workplace communication, with a view toward handling difficult conversations better. Length: 1.5 hrs.

Customer Service Excellence Program Workshop (SoNM-1799)

This highly interactive course provides an opportunity to practice and apply the knowledge and skills from the eLearning modules in the CSE series through discussion and activities. Completion of series prerequisites required. Length: 3 hrs.

Creating a Culture of Civility Together (SoNM-1791)

For all levels of employees. Participants will learn to recognize workplace incivility, its causes and effects; identify characteristics and benefits of a culture of civility; and use strategies to create and maintain a culture of civility together as a team. Length: 3 hrs.

Successful Communication Skills Series Workshop (SoNM-1760)

This highly interactive course provides an opportunity to practice and apply the knowledge and skills from the eLearning modules in the CCR series. Completion of series prerequisites required. Length: 3 hrs.

eLearning Course Descriptions

Required Courses

Civil Rights Awareness for State of New Mexico Employees FY25 (SoNM-1983)

Required annually for all State employees.

This is a comprehensive course covering workplace civil rights, discrimination, and diversity, required annually by the State Personnel Office. Workplace civil rights include protection from discrimination, harassment, and retaliation on the basis of statuses protected by equal employment opportunity laws. It is the responsibility of every employee to uphold and respect these rights.

Conducting Performance Evaluations at the State of New Mexico (Hybrid course part 1 of 2) (SoNM-1914)

Part 1 and 2 are required for all managers and supervisors within 90 days of appointment to position.

The first half of a course that is mandatory upon appointment to supervision. Completion of Part 1 (eLearning) required in order to enroll in Part 2 (instructor-led class). Overview of requirements, evaluation cycles, and best practices.

Managers/Supervisors and Aspiring Leaders

Stepping Up: A Guide for New Managers and Supervisors (SoNM-1702)

This course will help you transition seamlessly from employee to manager. First, you'll learn about your new responsibilities and key differences between employee and manager roles. You'll then explore the first steps every new manager should take, followed by some top tips to help you thrive. Finally, you'll examine a few common challenges new managers face and how to overcome them.

Introduction to Managing a Team (SoNM-1704)

In this course, you'll learn tips to build an effective team, communicate better, and resolve common problems that naturally arise in a diverse group of people with their own interests.

Holding Productive Meetings (SoNM-1705)

This course provides a guide to effective meetings—from both the meeting facilitator's and the participants' perspectives.

Succeeding at Delegation (SoNM-1706)

In this course, you'll learn why you should delegate, how to do it, how to select the right people for the job, and how to get out of the way so they can complete their assignments.

Motivating Your Team (SoNM-1708)

In this course, you'll review types of motivation. You'll also understand the unique forces that motivate individuals—and use that knowledge to everyone's advantage.

Giving Employee Feedback (SoNM-1709)

Learn how to prepare for and effectively conduct a feedback meeting, what to do when an employee reacts poorly, and how to respond to common negative reactions to feedback.

Conducting Effective Job Interviews (SoNM-1717)

A good job interview empowers you to make smart hiring decisions. But a great job interview convinces top talent to work for your team. Learn to conduct exceptional job interviews—from preparation to follow-up—including your role as the interviewer, steps to prepare, asking strong interview questions, and creating a fair and positive interview experience for candidates.

[Essentials of Supervision and Management (ESM) series #7]

Promoting Diversity and Avoiding Bias (SoNM-1710)

Learn about the value of diversity, equity, and inclusion, and discover how unconscious bias can negatively impact recruitment and retention of a diverse workforce. [Essentials of Supervision and Management (ESM) series #8]

Managing Employee Conflict (SoNM-1712)

Learn why conflict happens, common reactions to conflict, and how to turn workplace disagreements into opportunities for constructive dialogue, change, and new understanding. [Essentials of Supervision and Management (ESM) series #9]

Creating Success through Performance Management (SoNM-1711)

In this course, you'll learn to give feedback effectively and continually. You'll cover how to improve poor performance, challenge top performers, and meaningfully engage managers. [Essentials of Supervision and Management (ESM) series #10]

The Leader's Checklist (OLÉ on demand) (SoNM-1837)

On-demand version of Ongoing Leadership Education (OLE) session on The Leader's Checklist, based on the book of the same name. In this short session, we'll revisit the list of essential leadership guidelines and how to put them to work for you.

Building Trust as a Leader (OLÉ on demand) (SoNM-1866)

On-demand version of Ongoing Leadership Education (OLE) session from 5/19/2023. In this short session, we'll discuss four specific steps leaders can take to demonstrate the traits of warmth and competence that will help with building trust.

Change Management Tools for Leaders (OLÉ on demand) (SoNM-1870)

On-demand version of Ongoing Leadership Education (OLE) session from June 2023. Learn five action steps to manage change processes effectively with your team.

Qualities of Great Leaders (SoNM-1874)

Discover what leadership is and the qualities necessary to be a great leader; learn how to engage and motivate employees in a way that aligns with the agency's vision; and explore 5 key practices to be a better leader.

Using Leadership Styles to Guide Your Team (SoNM-1875)

In this course, you'll first learn what a leadership style is. Then, you'll discover five common leadership styles. Finally, you'll determine how to choose among and implement your chosen style—or styles.

Leading with Emotional Intelligence (SoNM-1876)

In this course, you'll first unpack what emotional intelligence is. Then you'll learn to boost your emotional intelligence skills for your leadership role by strengthening your personal and social competence.

Demonstrating Ethical Leadership (SoNM-1877)

Find out what ethical leadership is and why it's important. First, we'll learn the 4 V's of ethical leadership. Then, we'll explore actionable tips to help you become a leader employees want to emulate.

Cultivating Diversity, Inclusion, and Belonging at Work (SoNM-1878)

In this course, we'll first define what's meant by diversity, inclusion, and belonging. Then, you'll learn how to attract and retain diverse talent through belonging moments, allyship, and ongoing quantification.

Leading through the Four Stages of Team Development (SoNM-1879)

Learn how to use the four-stage model to understand where your team is developmentally, and what actions you can take to best support their progression to a high-performance level.

Navigating Team Dynamics (SoNM-1880)

Learn how to build positive team dynamics and improve collaboration by discovering different roles, work styles, and generational differences.

Developing Your Employees (SoNM-1881)

Learn how to talk to employees about their values and goals, identify gaps in your team's skills, and training techniques for different types of employees. You'll also review meeting and coaching methods to develop your employees.

Understanding the Role of Team Culture (SoNM-1882)

In this course, you'll learn some common culture types, and how to objectively assess your own culture. You'll also discover how to overhaul a toxic team culture in favor of a positive one that leverages individuals' strengths.

Facilitating Team Problem-Solving (SoNM-1883)

Learn the fundamentals of problem prevention, detection, and resolution. You'll also learn how to solve problems more effectively as a team by communicating effectively, facilitating creative brainstorming, and removing barriers.

Leading Through Change (SoNM-1884)

Learn the fundamentals of leading through change. You'll explore strategies to empower and engage your employees during a time of transition and discover how to solve common challenges that teams experience when facing a change.

Fostering Resilient Teams (SoNM-1885)

We'll explore resilience and its advantages and discover how psychological safety and continuous improvement encourage innovation. Finally, you'll see the role work relationships and self-care play in fostering resilience.

Sexual Harassment Prevention and Response for Supervisors (SoNM-1887)

For supervisors and managers. Learn what sexual harassment is, how to prevent it, and what your specific responsibilities are as a manager.

Leading Diverse Teams to Success (OLÉ on demand) (SoNM-1892)

On-demand version of Ongoing Leadership Education (OLE) session from August 2023. Learn how leaders can best take advantage of the additional potential that diverse work groups possess.

Five Strategies to Turn Poor Performance Around (OLÉ on demand) (SoNM-1896)

On-demand version of Ongoing Leadership Education (OLE) session from Sept. 2023. Performance issues can affect productivity, work quality, and even workplace culture. Learn strategies to keep performance challenges from derailing your team's success.

Three Keys to Motivating Your Team (OLÉ on demand) (SoNM-1899)

On-demand version of Ongoing Leadership Education (OLE) session from July 2023. Apply knowledge of the three primary drivers to motivate your team to do their best work.

Preventing Burnout on your Team (OLÉ on demand) (SoNM-1900)

On-demand version of Ongoing Leadership Education (OLE) session from October 2023. Apply a three-part model to understand and help mitigate the underlying factors that can drive burnout.

Improving Performance by Building Confidence (OLÉ on demand) (SoNM-1901)

On-demand version of Ongoing Leadership Education (OLE) session from Nov. 2023. We will look at three deliberate steps you can take to positively impact your team members' job performance by building their sense of confidence in their own abilities.

Communicating for Effective Leadership (OLÉ on demand) (SoNM-1902)

On-demand version of Ongoing Leadership Education (OLE) session from Dec. 2023. We will look at five tips for building exemplary communication with your team.

Resilience for Leaders (SoNM-1903)

On-demand version of Ongoing Leadership Education (OLE) session from Dec. 2023. We will look at five tips for building exemplary communication with your team.

New Year's Resolutions for Strengthening Self-Leadership (OLÉ on demand) (SoNM-1965)

On-demand version of Ongoing Leadership Education (OLE) session from Jan. 2024. In this OLÉ session, we'll discuss some strategies for leading yourself as a foundation for leading others.

Delegating with Intentionality (OLÉ on demand) (SoNM-1973)

On-demand version of Ongoing Leadership Education (OLE) session from Feb. 2024. Learn to delegate intentionally for maximum effectiveness, both for you and your team.

Dealing with Challenging Supervisory Situations: OLÉ on demand (SoNM-1980)

On-demand version of Ongoing Leadership Education (OLE) session from March 2024. We're look at some typical challenging employee behaviors, and then consider a five-step plan for how to approach those challenges.

Customer Service

Introduction to Customer Service (SoNM-1793)

This course will introduce the fundamentals of customer service. You'll learn how customer service impacts the work being done, how to balance being personable and being professional, and how you can meet and exceed customer expectations.

Four Essential Customer Service Skills (SoNM-1794)

Essential customer service skills can make for an interaction that leaves people feeling like they received excellent service. In this course, learn what these essential skills are and how to develop and demonstrate them.

Communicating Well with Your Customers (SoNM-1795)

In this course, we'll take a deeper dive into some of the topics in the previous "Four Essential Customer Service Skills" course. We'll learn how to improve the customer experience by becoming a better listener and communicator.

Advancing Your Customer Service Skills (SoNM-1796)

This course teaches critical skills that will take your customer service game to the next level. Learn to work with different customer personality types, get advice for overcoming empathy fatigue, and get tips for troubleshoot issues.

Cultural Sensitivity in Customer Service (SoNM-1797)

Explore the benefits of cultural sensitivity and get tools to excel in cross-cultural communication and customer service. These skills help create connections amid differences and respect for people different from ourselves.

Working with Upset Customers (SoNM-1798)

Learn why customers get upset and how to defuse those situations with an effective apology and action plan for making things right. Then, you'll learn to spot when customers go too far, so you can protect yourself from abuse.

Professional Growth and Advancement

Developing Your Career with the Help of a Mentor (SoNM-1714)

Explore what mentoring is and how a great mentor can vault your career to the next level. You'll then learn how to find a mentor and adopt the attitudes and behaviors you need to be a model mentee and get the most out of the process.

Assessing Your Strengths, Interests, and Values (SoNM-1715)

Create a successful, enjoyable, and meaningful career by identifying what you're good at, what you enjoy, and what's important to you. Knowing your strengths, interests, and values empowers you to make career choices that align with your authentic self.

A Guide to Mentoring Others (SoNM-1716)

In this course, you'll find a complete guide to mentoring others. That includes learning who a mentor is and what they do, how to lead productive mentoring sessions, and the do's and don'ts of becoming an effective mentor.

Receiving and Seeking Feedback (SoNM-1718)

Learn to receive and respond to feedback gracefully, such as how to react, what to do if you don't agree with the feedback, and questions to solicit feedback that's more helpful. You'll also learn how best to seek more feedback to help you grow.

Resume Writing and Interviewing Skills for Career Advancement (SoNM-1721)

In this course, learn to stand out in every step of the application process. You'll learn how to write a compelling resume and cover letter. Then, you'll master the art of interviewing to seal the deal and land a competitive job offer.

Building Good Relationships with Your Manager and Coworkers (SoNM-1729)

In this course, you'll learn how being a better teammate and employee can help you foster better working relationships with your coworkers and boss.

Growing Your Career (SoNM-1771)

Get the tools and training you need to drive your professional growth. Learn to 1) conduct a self-assessment, choose a path that aligns with your needs, and explore opportunities; and 2) set attainable career goals to create and implement your plan.

How to Improve Your Focus at Work (SoNM-1772)

Find out why we struggle to focus at work and learn how to optimize your body and mind to stay fresh throughout the day. Then, discover how clearing space can affect your concentration. Finally, learn to identify energy-draining sources and behavior.

The Art of Managing Up (SoNM-1775)

What part do you play in ensuring an effective, collaborative relationship with your manager? In this course, you'll explore the art of "managing up"—making your employee-supervisor relationship the best and most effective it can be.

When to Ask Your Manager for Help (SoNM-1777)

This course will help you determine when to bring issues to your manager. In addition, you'll learn the best ways to get the help you need when you do escalate an issue.

The Complete Guide for New Professionals (SoNM-1755)

Learn strategies to make your first weeks on a new job a success, get tips to build a strong professional network, and complete the course with some practical tips to move from "newbie" to "rising star" as you work to grow your skills and career.

Time Management Essentials (SoNM-1756)

First, learn basic principles of time management, along with symptoms of poor time usage. Then discover how to track and analyze your time to boost productivity. Finally, you'll get seven tips to start managing your time more effectively.

Take Control of Your Future: Career Development 101 (SoNM-1757)

In this course, you'll learn how to map your career development plan, track progress, and add value to your role. You'll also discover how to assess your goals, improve your personal brand, and get the career advancement you've been working toward.

Developing a Growth Mindset (SoNM-1758)

First, learn about the differences between a fixed mindset versus a growth mindset. Then explore how a growth mindset can benefit you and your team. Finally, uncover specific strategies to develop a growth mindset—and expand your possibilities.

Setting, Tracking, and Achieving Your Goals (SoNM-1768)

In this course, you'll learn why the process of setting your goals is just as important as choosing targets that truly matter. You'll also learn how to set goals that accurately reflect your purpose and find tools you can use to track your progress.

Achieve Success by Overcoming Procrastination (SoNM-1779)

Chronic procrastination can hinder your productivity, damage your relationships with coworkers, impact your well-being, and more. Learn the real reasons for procrastination and how to break the cycle to reclaim your productivity.

Problem-Solving Fundamentals (SoNM-1781)

You'll start with a five-step problem-solving process anyone can use. Then, you'll learn strategies and behaviors to make problem-solving easier. Finally, you'll get tips for rising above challenges and barriers that will inevitably come your way.

Microsoft 365 Basics, Outlook, and Teams Tutorial (SoNM-2002)

This course provides links to the Microsoft 365 Basics, Outlook, and Teams video tutorials. View each video, review the content, and pass a short quiz to complete this course. (Internship Program Course Series Level 1)

Career Success Foundations eLearning Series (Final Assessment) (SoNM-1789)

Assess your knowledge and obtain your final certificate for completion of the series.

Professional Growth and Advancement eLearning Series (Final Assessment) (SoNM-1790)

Assess your knowledge and obtain your final certificate for completion of the series.

Verbal and Written Communication Skills

Working Effectively with Different Communication Styles (SoNM-1728)

In this course, you'll learn four communication styles, how to identify each, and how to adapt your own communication approach.

Workplace Communication Fundamentals (SoNM-1731)

Learn how to define communication, types of communication used at work, how to choose the right delivery method for your message, and how to remove barriers to having it understood.

Developing Your Written and Verbal Communication Skills (SoNM-1733)

Great communication skills are key to your professional success. Learn why communication skills are so important in the workplace and how you can improve all three types: verbal, written, and nonverbal.

How to Have a Difficult Conversation (SoNM-1732)

Learn a four-step process to help with difficult conversations, as how you can best reach a place of mutual understanding and overcome issues in the workplace.

Master the Art of Verbal Communication (SoNM-1750)

Learn how to make a great first impression and converse comfortably, as well as strategies to overcome the challenges that we sometimes encounter when we communicate with others.

Business Writing Fundamentals (SoNM-1751)

Learn to 1) define your writing goals, analyze your audience, and choose the best medium for your message; 2) explore techniques for structuring your writing, editing, and proofreading your work; and 3) ensure that it's clear, concise, and courteous.

How to Give Helpful Workplace Feedback (SoNM-1780)

In this course, you'll learn what feedback is, why it's valuable, and how to overcome the fear of giving it. You'll also learn to follow a step-by-step feedback process, deliver an effective message, and handle difficult reactions.

Creating and Delivering Successful Presentations (SoNM-1774)

Presenting well is a skill that will set you apart. Learn how to: 1) define objectives, organize content, and bring it to life with visual aids; 2) rehearse, identify areas for improvement, and cope with nerves; and 3) deal with tough questions.

Resolving Conflict with Coworkers (SoNM-1730)

This course guides you on how to work through conflict with coworkers to achieve positive outcomes.

Communicating with Empathy in the Workplace (SoNM-1734)

Learn what empathy is, why it's an essential workplace skill, and how to communicate with empathy and overcome roadblocks. Finally, you'll work on strategies to help you build empathy.

Problem Solving and Critical Thinking Skills

Critical Thinking Fundamentals (SoNM-1862)

In this course, you'll learn the fundamentals of critical thinking and reasoning, including a process to follow and questions to ask. You'll then learn ways to keep growing and strengthening your critical thinking skills.

Applying Critical Thinking and Information Literacy Skills (SoNM-1863)

Explore how to apply information literacy to put quality information into your work products. Then, learn how to strengthen your arguments at work to make the best case possible.

Advancing Your Critical Thinking (SoNM-1864)

Take your critical thinking skills to the next level with this course, which addresses inductive versus deductive reasoning, cognitive biases, and logical fallacies to help you support your work with solid reasoning.

Advanced Problem-Solving Approaches (SoNM-1865)

This advanced problem-solving course covers topics including divergent and convergent thinking, using heuristics in problem-solving, reframing problems to find creative solutions, and using design thinking to solve complicated problems.

Workplace Well-Being

Coping with Workplace Change (SoNM-1761)

Most people feel at least a little unsettled by change. Explore five common reactions to change and identify your emotions. Then, learn four strategies to embrace change and focus on the things within your control, including managing your responses.

Dealing With Stress, Pressure, and Burnout (SoNM-1778)

This course will help you define stress, pressure, and burnout, recognizing the unique ways they show up for you. You'll be able to identify opportunities for healing and get valuable strategies to manage the effects.

Common Workplace Challenges and How to Handle Them (SoNM-1769)

In this course, you'll learn how to navigate some of the most common workplace challenges, from dealing with difficult people to overcoming your own mistakes.

Bouncing Back from Making a Mistake (SoNM-1773)

We all make mistakes. The good news is that most mistakes aren't career-ending. Rather, it's your response to mistakes that matters most. Learn five steps to take after making a workplace mistake, along with four tips to handle the aftermath.

Workplace Ergonomics and Injury Prevention (SoNM-1867)

In this eLearning course, you'll learn how to set up your workspace to be comfortable and help prevent pain, strain, and injury. You'll also learn a few simple changes to make actions such as pushing, pulling, and lifting safer on the job.

How to Change for the Better (featuring author Katy Milkman) (SoNM-1904)

In this course, you'll learn about behavioral change and explore strategies you can use to achieve your own goals. You'll also discover what keeps us from changing and how we can overcome these typical barriers to change.

Thriving through Continuous Learning (featuring author Bradley Staats) (SoNM-1905)

Learn about the psychological biases that trap us in old ways of thinking, along with tips to overcome them. You'll also explore simple strategies to expand your skills and become a more dynamic learner who excels in the modern world.

Thriving through Workplace Challenges (SoNM-2010)

In this course, you'll learn the difference between resilience and adaptability. You'll then explore best practices to strengthen your resilience and adaptability so you can thrive in challenging situations and grow as a professional.

Workplace Wellbeing Series eLearning Series (Final Assessment) (SoNM-1788)

Assess your knowledge and obtain your final certificate for completion of the series.

Professional Workplace Conduct

Creating a Respectful and Harassment-free Workplace (SoNM-1690)

This course covers how to create and maintain a work environment that is respectful and free from behaviors such as incivility, harassment, and bullying. At the end of this training, you will be able to promote a respectful workplace by: Identifying characteristics of a respectful workplace and engaging in behaviors that promote a respectful workplace; Recognizing types of behaviors that constitute incivility, lack of respect, harassment (including sexual harassment), and bullying, and avoiding engaging in these behaviors; and, responding effectively to inappropriate behaviors by speaking up, intervening, and reporting.

Workplace Sexual Harassment Prevention and Response (SoNM-1770)

You'll learn what sexual harassment is, how you can prevent it, and what you can do, as an employee or a manager, to address inappropriate behavior to build and maintain a respectful workplace that's free of harassment and discrimination.

Fundamentals of Workplace Professionalism (SoNM-1776)

Learn the basics of professional behavior at work, including formal vs. informal communications, with examples of do's and don'ts in real-world scenarios. When finished, you'll understand how to build professionalism into every aspect of your job.

Doing the Right Thing: Workplace Ethics (SoNM-1759)

Learn what workplace ethics are and why they're important. Then, you'll get seven principles to guide your ethical behavior at work. Finally, you'll explore a few of the most common ethical pitfalls in the workplace and how to avoid them.

Demonstrating Workplace Integrity (SoNM-1762)

Learn the benefits and challenges of maintaining integrity when making difficult workplace decisions, three forms of workplace integrity, and four steps to align your values and actions and become a professional that others trust, admire, and respect.

Change Management

Fundamentals of Change Management (SoNM-1802)

First, we'll define change management, examine the types of organizational change, and uncover best practices for change management. Then, we'll explore how to overcome common barriers to change.

Understanding Change Management Models (SoNM-1803)

Uncover what change management is and how change management models can help prepare for, implement, and sustain changes. Explore the basics of five foundational models and how they work.

Change Management Communication (SoNM-1804)

First, find out what change communication entails—discovering its basic principles and learning how to put together a communication strategy. Then, get tips for cultivating better employee buy-in so that everyone is on board.

Change Management eLearning Series (Final Assessment) (SoNM-1805)

Assess your knowledge and obtain your final certificate for completion of the series.

Project Management

Project Management Overview (SoNM-1849)

This course overviews the PM series, including fundamentals of project management, scheduling project activities, communicating schedules and deadlines effectively, and reporting on the status of projects.

Getting Started with Project Management (SoNM-1850)

Explore the fundamentals of project management, including what a project manager does, what skills are necessary, how to develop plans for a successful project and what you should do once the project is complete.

Mastering Project Management Frameworks (SoNM-1851)

Learn what project frameworks are, explore specific types of popular frameworks, and learn how to choose the right frameworks for your projects.

Strategies for Managing Project Scope (SoNM-1852)

Learn to define the scope for specific projects. Then, in each lesson we'll cover an additional aspect of scope management. You'll also learn valuable strategies for when scope gets out of control.

Project Management Scheduling (SoNM-1853)

In this course, you'll learn scheduling basics and discover how to develop an effective project schedule. You'll also explore specific techniques and strategies you can use to improve your scheduling skills.

Communication Strategies for Project Managers (SoNM-1854)

Explore strategies project managers use to improve communication, ranging from individual methods to team-wide efforts, and learn to develop effective communication plans for your projects.

Successful Reporting for Project Managers (SoNM-1855)

Learn how to develop and implement project reporting; discover how to create effective plans, control progress, and foresee possible challenges; and understand how good reporting can elevate your work.

Change Management for Project Managers (SoNM-1856)

Overview the change management process, learn how to analyze impact and earn support from your team, and gain a better understanding of how to implement project changes.

Advancing Your Project Management Skills (SoNM-1857)

Explore the five most common mistakes that plague project management; learn to solicit valuable feedback; and discover how a mindset of continuous improvement benefits you and your team's success.

Advancing Your Project Management Skills (SoNM-1857)

Explore the five most common mistakes that plague project management; learn to solicit valuable feedback; and discover how a mindset of continuous improvement benefits you and your team's success.

Project Management eLearning Series (Final Assessment) (SoNM-1858)

Assess your knowledge and obtain your final certificate for completion of the series.

Diversity, Equity, and Inclusion

Black History Month (SoNM-1801)

This course 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.

Mental Health Awareness Month: 5-Day Practice (SoNM-1836)

May is Mental Health Awareness Month, a perfect time to prioritize your mental health by committing to a 5-day practice. Each day explores a different facet of mental health and contains a simple exercise for applying it.

LGBTQ+ Pride Month (SoNM-1841)

Explore the history of LGBTQ+ activism that evolved into the Pride festivals and marches that we celebrate each June as LGBTQ+ Pride Month. Learn more about the key events in the United States that ultimately shaped a global movement.

Responding to Executive Order 2021-048 (SoNM-1847)

This course will help you prepare for successful collection of voluntary self-identification information regarding sexual orientation and gender identity (SOGI) in accordance with Executive Order 2021-048.

Women's History Month: New Mexico Historic Women Markers (SoNM-1967)

March is Women's History Month! In celebration, this course highlights the NM Historic Women Markers Program to provide an opportunity to learn about important ways in which women have contributed to New Mexico's rich history.

Asian American and Pacific Islander (AAPI) Heritage Month (SoNM-1992)

May is Asian American and Pacific Islander (AAPI) Heritage Month. Learn more about the history of AAPI Heritage Month and explore ways to honor it, including learning about AAPI contributions in STEM, the arts, politics and community, and sports.



Contact Us



Learning & Development Bureau

<https://www.spo.state.nm.us/learning-development/>

Learning.Development@spo.nm.gov