

# 2024 NASPEs AWARD

## *Eugene H. Rooney, Jr. Award Nomination Innovative State Human Resource Management Program*

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

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### PROGRAM INFORMATION

Program Title: Academy for Supervisors 101                      State: AK

Contact Person: Rohan Ralliarum

Contact's Title: Learning & Development Manager

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### NOMINATOR INFORMATION

Nominator: Rohan Ralliarum    Title: Learning & Development Manager

State: AK                      Agency: State of Alaska – Division of Personnel & Labor Relations

Telephone: 9079470001

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#### ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
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### **DETAILS**

Please attach a one-page summary of the program. Provide a narrative answer for each of the questions. You are limited to four pages (based on regular 8 1/2 x 11-inch paper double-spaced in 12-point font). The four-page limit does not include the one-page summary.

1. Please provide a brief description of this program.

The State of Alaska's Academy for Supervisors 101 is designed for entry level supervisors to learn about state specific HR policies and procedures, coaching and progressive discipline and performance management while also learning leadership fundamentals that set them up for success as new supervisors within the state.

2. How long has this program been operational (month and year)?

January 2023

3. Why was this program created? (What problem[s] or issues does it address?)

The State of Alaska's Academy for Supervisors 101 was created to address multiple issues:

- Travel: Prior to this Academy, all supervisory training was done in person in three locations, Anchorage, Juneau and Fairbanks. This meant that supervisors would have to travel hundreds of miles to stay in these hubs for a week to get training. The cost was upwards of a thousand dollars per supervisor.

- Information Overload: While the prior supervisory training was successful, some feedback mentioned that supervisors felt like there was too much information given to them and they still lacked technical knowledge on things like writing a performance evaluation.

- One time training: Our prior supervisory training was the only time state supervisors were offered HR training leading to some supervisors feeling like there should be more complex training provided at different times in their supervisory careers.

4. Why is this program a new and creative method?

The Academy for Supervisors 101 is a re-vamped Academy that is facilitated both in-person or virtually allowing for supervisors across the largest state in the nation to be able to attend. The Academy has 2.5 days of mandatory pre-work that is available in our statewide LMS system AspireAlaska. Supervisors can then choose to either attend in-person or virtually. The training time has been reduced to 2.5 days where supervisors in-person can be in table teams, learning entry level supervisory basics and being able to practice technical skills like performance evaluation writing. For our virtual training, our table teams are replaced by breakout rooms where supervisors can join in from our northernmost city of Utqiagvik down to our southern gateway of Ketchikan. The Academy for Supervisors 101 breaks down the information overload by offering entry level supervisory skills and then building on it in our level 200 course that will

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### *Innovative State Human Resource Management Program*

be offered later this year. Our intention is to ensure that we meet our supervisors at multiple touchpoints through their careers with the state. The virtual option has saved the state thousands of dollars in travel costs.

5. What was the program's startup costs? (Provide detailed information about specific purchases for this program, staffing needs and other expenditures, as well as existing materials, technology, and staff already in place.)

The Learning & Development team is a small but powerful team of three within the State of Alaska. We used content provided in our Learning Management System through Cornerstone along with creating custom content through Articulate. The Articulate license was \$1399. One user license was enough for us to create custom content. The Academy is currently facilitated by one trainer for the State of Alaska.

6. What are the program's operational costs?

The operational cost mainly comes into play when the course is offered in person. Our Program pays for the travel and accommodation for one trainer to go to different locations for a week. When we go for a week, the course is offered twice.

7. How is this program funded?

There has been no budgetary change to what the Learning & Development program receives.

8. Did this program originate in your state?

9. Are you aware of similar programs in other states?    
If yes, how does this program differ?

Our approach to breaking down the Academy into different levels, allowing us to tackle more complex policies and concepts once a supervisor has been in that position for a longer period of time.

10. How do you measure the success of this program?

Every supervisor can provide anonymous feedback. With over 250 supervisors providing feedback we currently have an overall rating of 4.67/5.00 making the Academy for Supervisors the highest rated and most in-demand course in our catalog.

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### *Innovative State Human Resource Management Program*

11. How has the program grown and/or changed since its inception?

The Learning & Development team has revisited the pre-work assigned out to supervisors twice to ensure that the concepts being taught are not dated or redundant. We continue to review user feedback as well as look for content that truly address supervisors in today's world versus things that worked decades ago.

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# **State of Alaska: Academy for Supervisors 101**

Unlock the best version of you!

**State of Alaska: Academy for Supervisors  
101 (In-Person)**



Click here to reserve your spot for the In-Person Academy for Supervisors

The re-designed Academy 101 is focused on helping new supervisors with tools they need to succeed



For over a decade, the State of Alaska has offered a 5-day long, in-person Academy for Supervisors. This training was available in Anchorage, Juneau and Fairbanks, three hub locations, which meant supervisors outside of these hubs had to travel hundreds of miles and be away from family for a week. In Alaska, these travel costs would normally be in the thousands for just one supervisor. At the onset of COVID, the in-person Academy went on hiatus. During the months that followed, the Learning & Development team pivoted from tradition and designed a re-vamped Academy for Supervisors 101 course that has become one of the most well-reviewed courses in our catalog.

The Learning & Development team looked through hundreds of supervisor feedback reports that while generally praised the course, highlighted the need for training on basic HR policies and procedures while pointing out that the 5-day Academy could sometimes lead to information overload. During this time, we also saw turnover across the state, leading to a large number of new supervisors.

In January of 2023, after months of planning, pilots and edits, the Learning & Development team launched the re-vamped Academy for Supervisors 101. The Academy for Supervisors 101 is a 2.5-day course that is offered both in-person and virtually with supervisors completing mandatory pre-work that is available in our statewide learning management system AspireAlaska prior to attending the Academy. The Academy for Supervisors 101 is meant for entry level supervisors as well as supervisors new to state service as it highlights HR basics, policies and procedures, coaching and progressive discipline as well as performance management. Supervisors who attend in-person are able to ask questions, work in table teams on activities that reinforce concepts learned through the pre-work and practice writing evaluations and performance plans. Since the Academy for Supervisors 101 is also offered virtually, the State of Alaska has been able to save tens of thousands of dollars on travel and hotel accommodation; instead of table teams, breakout rooms over Teams is where supervisors are able to engage in activities with supervisors joining in from above the Arctic Circle in Utqiagvik on Alaska's North Slope, to Bethel in Alaska's famous Bristol Bay, all the way down to Southeast Alaska in Ketchikan. The Virtual Academy for Supervisors 101 has been able to bring supervisors spread out across the largest state in nation into an atmosphere that feels safe, inclusive and allows for curiosity and the ability to practice and get to know each other. With over 250 supervisors being able to attend within the first year, more than ever before, the Academy for Supervisors 101 currently has a 4.67 rating out of 5.00.

The Learning & Development team has not stopped just there. We've heard from our employees about the importance of continuous training and so we are working on our Academy for Supervisors 200

which will be recruitment and retention focused, with the intention of launching an Academy level 300, 400 and so on. With the aim of making training accessible to all employees across the great State of Alaska; the Learning & Development team continues to forge new paths and break barriers.

Unlock the best version of you!

### State of Alaska: Academy for Supervisors 101 (Virtual)



[Click here to reserve your spot for the Virtual Academy for Supervisors conducted over Microsoft Teams](#)

The re-designed Academy 101 is focused on helping new supervisors with tools they need to succeed

