

# 2017 NASPE AWARD

## *Eva N. Santos Communication Awards*

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.

Additionally, please provide the project initiative in one of the following formats:

- Web link
- Snapshot
- PDF

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## NOMINATION INFORMATION

Title of Nomination: Success Series Webinars                      State: LA

Contact Person: Lindsay Ruiz de Chavez

Contact's Title: Public Information Director

Agency: Louisiana State Civil Service

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### ALL SUBMISSIONS MUST:

Meet all eligibility requirements. • Meet deadline requirements stated on the NASPE website. • Be entered in the correct category and be correctly identified. • Include a complete nomination packet. • Conform to all copyright laws.

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### NOMINATOR INFORMATION

Nominator: Byron P. Decoteau, Jr      Title: State Civil Service Director

State: LA                      Agency: Louisiana State Civil Service

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E-mail: [Byron.Decoteau@la.gov](mailto:Byron.Decoteau@la.gov)

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### DETAILS

1. Please provide a brief description of the submission.

The Success Series Webinars of Louisiana's CPTP (Comprehensive Public Training Program) are regular monthly programs offered on third Thursdays of each month. The interactive workshops are designed to highlight topics that have been identified as vital to the professional and personal success of employees through competency studies, surveys, and evaluations. The programs run an average of 45 minutes and feature specialists from throughout the state, along with polls, quizzes, chats, and best-practices sharing.

2. How long has the submission been in existence?

The Success Series was born on February 18, 2016 and has presented seasons of six months broadcasts, with a hiatus between seasons to gather suggestions for the next six months' topics.

3. Why was this submission created?

While CPTP classes are well-attended, the Louisiana Department of State Civil Service wanted to extend the reach of learning opportunities to those who do not have time to devote to full-day or half-day classroom sessions. Traditional web-based training has added opportunities for employees, but the Department realized that there was the possibility of combining these two to create engaging events that offered the convenience of web-based training, together with the interaction and engagement of live learning events. Recognizing that this could attract a new audience and appeal to additional generations in the workforce, the department identified the perfect mix of convenience, information, and interaction. That mix is the CPTP Success Series Webinars.

4. How does this submission support the goals and objectives of your agenda/department?

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The mission of the Louisiana Department of Civil Service is to provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.

The Success Series Webinars are custom designed to support that mission by focusing on developing the skills of the current workforce, improving the services that employees offer to those who use the State's services, and offering another benefit to attract the attention of potential workforce members.

Topics that have been selected, with the input of viewers, have included a wide range of subjects from communication skills and customer service to time and stress management. Additionally, topics that addressed performance evaluation and recruitment addressed specific practices for the State of Louisiana and included the latest updates to those procedures.

Offering these broadcasts as videos on the Department's YouTube Channel has made the program available to an even wider audience, further enhancing the mission to develop and retain that productive and diverse workforce.

Additionally, downloadable handouts designed to reinforce the learning, encourage viewers to take the information back into their departments for use at staff meetings or for distribution to team members. These handouts include comments from participants and offer another method of recognizing employees for their expertise in these topics.

By using specialists from across the State as guests, the program also celebrates the expertise of the Louisiana workforce and the level of professionalism that extends throughout every department of the civil service system.

5. Have you been able to measure the effectiveness of this submission? If so, how?

The program started with over 300 registrations in the first months of announcement. Last year's average attendance was 147 viewing stations, with a growing number of those stations hosting multiple employees as departments began to use these as group learning opportunities.

Posting of each season's webinars on the CPTP YouTube Channel (<https://goo.gl/eAEGRN>) has offered additional opportunities for employees who were not able attend when the live program was offered. The first six months of webinar videos have attracted 717 views.

The opportunity to download the handouts from the programs has proved popular (<https://goo.gl/stSCH0>), especially with the addition of the comments from webinar viewers. Emails have shown that the viewers have appreciated this extra form of employee recognition.

Evaluations and comments have been consistently positive, with the program gathering additional attention from all areas of the Louisiana governmental system, most recently with a request from the Louisiana Legislature for Success Series Webinars to be presented to members of the House and Senate before and after the legislative session.

Celebrating Louisiana's workforce, sharing best practices, and continually developing the skills of every

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individual reached, CPTP's Success Series webinars are embodied in the sign-off of each broadcast: Keep on Learning!

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## Success Series Webinars

# THE THIRD THURSDAY Webinars ARE returning!

It's time to reserve your spot for the next series of **CPTP Success Series Webinars**.

They'll be back in October at the regular time and place – **Third Thursdays of each month at 1:00 p.m.** at the monitor of your choosing.

*And this season, we're taking the webinars to the next level!*

We'll not only provide you with useful information and some laughs, but we'll also share great job aids and tips to use every day.

*Plus, we'd like to invite you to be a guest on our programs.*

### **Our upcoming schedule is:**

October 20, 2016 - Making Peer Conflict Constructive

November 17, 2016 - Holiday Season Stress-Busters

December 15, 2016 - The Commandments of Cubicles

January 19, 2017 - Managing Difficult Discussions

February 16, 2017 - Update Your Writing Skills

March 16, 2017 - Dealing with Irate Customers

April 20, 2017 - Get Your MOJO Back!

### **REGISTER NOW:**

<https://attendee.gotowebinar.com/register/8634781848615503620>

*Did you finish registering?*

*Good. Now you can read the rest of the email.*

Check out the full webinar descriptions at the end of this email. See if you'd like to join in some of these discussions. You can participate in a number of ways:

- You can email ideas to be included in the webinar to [Christee.Atwood@LA.gov](mailto:Christee.Atwood@LA.gov).
- You can call in or text us during the show.
- You can even email the names of any individuals (or yourself) that you think would make great in-studio guests for any of these topics.

So, if you're really good at handling holiday stress, help us out on the November show. If you have the most considerate cubicle neighbor, send his/her name to us so we can find out how they do it.

And if you know someone with the best *MOJO* ever, we want to know. We want you to be a part of the new season of Success Series Webinars.