

2019 NASPE AWARD

Advancing the HR Profession Award

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

NOMINATION INFORMATION

Title of Nomination: State Civil Service Professional Trainer Certificate Program State: Louisiana

Contact Person: Lindsay Ruiz de Chavez Contact's Title: Public Information Director

Agency: Louisiana State Civil Service Mailing Address: P.O. Box 94111

City: Baton Rouge State: LA Zip: 70804-9111

Telephone: (225) 219-9462 Fax: (225) 342-8058

E-mail: Lindsay.ruiz@la.gov

NOMINATOR INFORMATION

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

State: Louisiana Agency: Louisiana State Civil Service

Telephone: (225) 342-8272 Fax: (225) 342-8058

E-mail: Byron.Decoteau@la.gov

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.

2019 NASPE AWARD

Advancing the HR Profession Award

1. Please provide a brief description of this program.

The Professional Trainer Certificate Program was designed to increase the effectiveness of agency-level performance improvement efforts. The program was developed to meet the diverse needs of both novice trainers and experienced training professionals. By the end of the program, the candidate is able to develop and deliver training based on learner psychology, instructional design principles, and live-instruction facilitation techniques. Our instructors will assess the candidate's application of course concepts outside of the classroom environment by providing feedback on five formal program assignments. The candidate can finish the program in as little as a year, but must successfully complete it within two years.

The ProTrainer Certificate Program is a cohort model of nine candidates who will progress through the program together. The program consists of four modules including instructional design, learner psychology, facilitation, and managing the learning environment. In total, the program offers 11 online and facilitated classes, and a dedicated LMS with multiple social, informal, and on-demand learning opportunities such as discussion forums, article curation, networking opportunities and online discussion. The program culminates in a Capstone course, which includes a demonstration presentation and panel interview based on the application of course concepts.

2. How long has this program or effort been operational?

It has been offered since late 2016, with a revamp in Spring 2018.

3. Why was this program/effort created?

The ProTrainer Certificate Program was created to provide assistance to state agencies with training needs as well as to ensure a high and uniform standard of training for agency

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.

2019 NASPE AWARD

Advancing the HR Profession Award

trainers. The initial program was created to fill a need amongst trainers in the state. While we had offered a short Train-the-Trainer class, previously, we realized we needed programming that covered more about designing and delivering facilitated training.

4. What are the costs of this program/effort?

The costs of the program are a portion of the salary of the facilitators/coaches and program coordinator to run the program. While the startup costs were significant, the maintenance costs are approximately \$7,500 per year. This figure was computed using the average amount of time spent on the program and the average salary of the top three SCS contributors.

5. How is this program/effort funded?

The program is funded through intra-agency transfer fees paid to State Civil Service for the Comprehensive Public Training Program.

6. How do you measure the success of this program/effort?

We measure success through survey results and number of completions. We have issued 25 certificates since the program started, have 20 participants in two running cohorts, and will begin our third cohort in July.

7. How has the program/effort changed since its inception?

Yes, the program was revised in Spring 2018. Previously, the program consisted of nine Web-Based Trainings and three Instructor-Led Trainings culminating in a knowledge exam and a capstone. The courses covered topics such as adult learning principles, working with SMEs, instructional design, designing engaging visuals, Emotional Intelligence, Conflict Management,

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.

2019 NASPE AWARD

Advancing the HR Profession Award

and diversity awareness. Participants were able to take the classes as they wished while they worked towards completion of the program.

In 2017, we asked the question: how can we make the program better? We surveyed past participants and called upon social learning theory to identify changes that we could make to improve our participants' experience. The first improvement was that it would benefit our participants if we gave them more opportunities to practice their newly learned skills. Allowing these opportunities would increase the chances that they would be able to transfer these skills into the workplace and their own presentations. We also saw potential for our staff to be more involved in mentoring the participants, providing them the expert feedback on their performance as well as advice. Changes made in 2017 included making the program competency-based, adding a cohort model, adding additional practice activities and formative assessment opportunities, and adding a dedicated LMS that allowed our staff to coach, and for participants to take part in discussion forums, ask questions, and network.

More information can be found [here](#). A flyer created for the Professional Trainer Certification is attached.

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.

2019 NASPE AWARD

Advancing the HR Profession Award

ARE YOU READY TO BECOME A PROFESSIONAL TRAINER?

Availability is limited!
Registration is first come, first served.



STATE CIVIL SERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM



*Register
Now!*

WHAT'S NEW?

- Membership to professional training network
- Exclusive access to training tools and resources
- Guided skills practice
- One-on-one coaching sessions

For more details, contact
cptplso.coordinator@la.gov
or 225-342-8539.

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.