

CNY ATD HONORS BEST TALENT DEVELOPMENT AWARD WINNERS

By CNY ATD
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The winners of the 12th Annual CNY BEST *Talent Development* Awards were announced at CNY ATD's CNY BEST *Talent Development* Awards Ceremony on Thursday, November 7, 2019 at the DoubleTree by Hilton Hotel Syracuse.

CNY ATD annually presents the CNY BEST *Talent Development* Awards to recognize excellence in talent development in the Central New York area. Organizations that link learning to the strategic growth or success of organizations and individuals are recognized as CNY's BEST in Talent Development.

Nominations for this year's CNY BEST *Talent Development* Awards represent a wide-range of organizations and include: Community Bank System, Inc.; El Tigi Consulting; Human Services Consulting and Training; Liberty Resources; NYCM Insurance; Oneida County; The Raymond Corporation; Suburban Propane and TDO (Train, Develop, Optimize).

Nominations were evaluated by a panel of local and national judges representing the profession and community. They evaluated the quality of talent development practices, practice results and impacts, and demonstrations of how the practices linked to the strategic growth or success of organizations and individuals. The distinguished panel of judges for the 2019 CNY BEST *Talent Development* Awards included: Robin Bridson, CPLP, *Colgate University*; Steve DeHart, CPLP, *Progressive Insurance* and President, *CNY ATD*; Aubrey Hait, *AXA Equitable*; Louise C. Hand, SHRM-SCP, SPHR, *Saab Sensis* and Vice President, *CNY SHRM*; David Hofstetter, *The Hofstetter Group* and National Advisor for Chapters, *ATD*; Daniel Lobb, CPLP, *TRP Enterprises, Inc.*; Debbie Morello, *Morello & Associates*; Darryl Sanford II, *Perspective Mentoring*; Lorinda Schrammel, *Oklahoma State University* and National Advisor for Chapters, *ATD*; and Stacy Ward, *Elmira Savings Bank*.

CNY BEST *Talent Development* For Profit Organization Award



**Suburban
Propane®**

Suburban Propane was recognized with the CNY BEST *Talent Development* For Profit Organization Award for linking talent development to their organization's strategic growth or success with its New Hire Training Program Reconstruction. Suburban Propane's Contact Center new hire training is intensive and arduous. With limited facilitation time, lack of hands-on application, an accelerated pace leaving limited time for questions or deviations, and additional topics being added frequently, new hires were left with not only a shortage of knowledge and understanding, but lacking confidence in applying skills to their role. Due to the number of barriers, facilitators were inconsistent in recognizing learning styles and needs, making it difficult to offer additional coaching or assistance, which also led to an incredible amount of attrition. An overhaul of the training curriculum, the ability to more easily identify learner's needs, and a restructuring of documentation resources provided for an increase in hands-on training.

Suburban Propane's New Hire Training Program Reconstruction included more inclusive learning experiences and practical applications, a redesign of their training room and a reworking of resources. These resulted in an increase in hands-on training from 19 to 75 hours, larger class sizes which reduced the training

window, a decrease in staff attrition by approximately 20%, and a decrease in overstaffing with the temporary staffing budget decreasing by \$1.9 million. As a Suburban analyst proclaimed “The difference is truly amazing and it’s fantastic to see trainees have more confidence. In the end, the customer experience has improved dramatically as a result of the training updates.”

CNY BEST *Talent Development* Not for Profit Organization Award



Liberty Resources was honored with the CNY BEST *Talent Development* Not for Profit Organization Award for linking talent development to the organization’s strategic growth or success with its Unexpected Creation of a Performance Development Plan. Liberty Resources increased the size of their workforce from around 600 employees to over 1,500. This growth taxed infrastructure and exposed inefficiencies in processes and technology. Turnover rate rose to 36% impacting consistency and quality of service. To revitalize the spirit of the workforce, Liberty Resources utilized an Emotional Intelligence curriculum entitled *Becoming a Totally Responsible Person* as a culture change initiative within the agency. The goal was to provide employees the training and support needed to overcome obstacles through collaboration, innovation and the ability to see opportunity where others saw barriers. In addition, the outdated, stale feedback performance evaluation model has been transformed to a dynamic, forward facing performance development model focused on growth and development.

With the implementation of the Totally Responsible Person (TRP) program, Liberty Resources has seen a noticeable change in the attitude, emotions and behaviors of the workforce. Leadership is modeling and living the principles of TRP; staff wants more TRP in their lives. One employee expressed, “Since taking the TRP class, I have found that I am thinking twice before reacting, that my reaction and action for things is a more positive approach rather than a negative one.” In addition, the turnover rate for the group of employees who have been TRP trained has dropped to 2% compared to the agency’s overall turnover rate of 36%. Judges stated that this program demonstrates a leadership that was willing to self-assess and support a much-needed culture change.

CNY BEST *Talent Development* Consultant Award



El Tigi Consulting was presented with CNY BEST *Talent Development* Consultant Award for linking talent development to a client’s or clients’ strategic growth or success. Indium Corporation identified project management as a core competency missing throughout the company. Projects were poorly scoped and non-prioritized causing project abandonment mid cycle, while others were delivered over budget and past schedule. There was no company-wide project management process or standard with room for improvement for on time delivery, better use of resources and cost savings. El Tigi Consulting recognized a need for establishing project management cadence and processes, and developing a project management competency within the company. El Tigi Consulting provided a talent development strategy to undertake building a competency foundation in project management company-wide with training and coaching, a project management organizational workflow, and adopting a project management information system for tracking and analytics.

For El Tigi Consulting’s client, building a project management competency increased documentation, monitoring and communication of project tasks, status and delays resulting in an increase in logged and tracked projects from 50 in 2015 to over 1,000 in 2019, and a decrease in project delays from 200 days to 10 to 50 days. The client has also recognized the need to establish a Project Management Office to continue these project management achievements. As one Indium employee noted “I believe we are slowly changing and positively impacting the project management company culture.” Judges’ comments included, “Great tie to business; a tailored solution that is excellent across the organization.”

In addition to recognizing excellence in talent development practices, CNY ATD and CNY ATD members were acknowledged for national and local recognitions, and CNY ATD Scholarship Recipients were announced.

Chapter Excellence Award



ATD (Association for Talent Development) recognized CNY ATD with a Chapter Excellence Award for Excellence in Strategic Partnership for its CNY BEST *Talent Development* Program. ATD recognized CNY ATD for demonstrating the best effort in making a significant impact in the local community with its CNY BEST *Talent Development* Program.

ATD noted, "CNY ATD successfully captured the spirit of this award with its impressive CNY BEST *Talent Development* Program. This remarkable, 12-year-running program recognizes excellence in talent development in the local community while creating meaningful awareness and understanding in the community about talent development and its important role and impact to organizational success."

Jennifer Homer, ATD's VP of Communications stated, "The impact our chapters have in their local communities and in support of the talent development profession is impressive. Winning a Chapter Excellence Award shows the chapter's level of dedication to meeting ATD's mission of empowering talent development professionals to develop the knowledge, skills and abilities of others successfully."

CNY ATD Member Recognitions

Certified Professional in Learning and Performance



Robin Bridson was recognized for achieving the Certified Professional in Learning and Performance (CPLP) designation, the only credential covering the entire talent development profession. Becoming CPLP certified enhances a talent development professional's credibility by recognizing that they have met performance standards, have an overall understanding of the body of knowledge of the talent development field, and can apply this knowledge in the workplace. The process of being certified is broad-based and addresses the ten areas of talent development expertise as defined by the ATD Competency Model. An individual must pass rigorous standards including knowledge and skills assessment exams to achieve this special designation.

Associate Professional in Talent Development



Mary Kay Taylor was recognized for achieving the Associate Professional in Talent Development (APTD) designation, one of two credentials covering the talent development profession. Becoming APTD certified enhances a talent development professional's credibility by recognizing that they have met performance standards for the profession, have an overall understanding of the core competencies of the talent development field, and can apply this knowledge in the workplace. The process of being APTD certified addresses competencies and areas of talent development expertise as defined by the ATD Competency Model. An individual must pass rigorous standards including a knowledge exam to achieve this special designation.

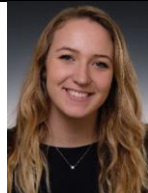
CNY ATD Member 40 Under Forty Honorees



(Aubrey Hait, Kati Wheeler, respectively)

Aubrey Hait and Kati Wheeler were identified as 40 Under Forty winners. Aubrey and Kati were nominated by CNY ATD for the 40 Under Forty recognition for their contributions to CNY ATD along with other business and civic achievements.

CNY ATD Scholarship Awards



(Cheri Green, Lori Peterson, Rochelle Cassella, Lauren Small, Annie Steve, respectively)

Cheri Green was awarded the CNY ATD John Burns Memorial Scholarship. Cheri is pursuing certificates in designing and facilitating virtual training. Lori Peterson was awarded the CNY ATD Ken Steiger Leadership Scholarship. Lori is pursuing a certificate in project management. Rochelle Cassella, Sisters of St. Francis of the Neumann Communities, Lauren Small, Catholic Charities of Onondaga County and Annie Steve, Le Moyne College, were awarded CNY ATD Train-the-Trainer Scholarships.

CNY ATD established the CNY ATD Scholarship Program to encourage and support professional development and continuing education in the field of talent development. The CNY ATD John Burns Memorial Scholarship is named in honor of CNY ATD’s 2010 Lifetime Achievement Award winner, John Burns. The CNY ATD Ken Steiger Leadership Scholarship is named in honor of CNY ATD’s 2015 Lifetime Achievement Award winner, Ken Steiger. The CNY ATD Train-the-Trainer Scholarships provide financial assistance for nonprofit organizations looking to develop their staff or volunteers who educate an audience.

Keynote Speaker



The keynote speaker for the CNY BEST *Talent Development* Awards Ceremony was Evelyn C. Ingram, Director, Community Engagement, Wegmans Food Markets. Evelyn spoke about Building Employee Loyalty, The Wegmans Way.

Wegmans was ranked #3 on the 2019 FORTUNE 100 Best Companies to Work For list and is one of eight companies on the list every year since it first began 22 years ago. The company’s philosophy declares “At Wegmans, we believe that good people, working toward a common goal, can accomplish anything they set out to do. In this spirit, we set our goal to be the very best at serving the needs of our customers. Every action we take should be made with this in mind. We also believe that we can achieve our goal only if we fulfill the needs of our own people. To our CUSTOMERS and our PEOPLE we pledge continuous improvement, and we make the commitment: Every day you get our best.”

Sponsors



CNY ATD thanks the following sponsors for their support of the CNY BEST *Talent Development* Program: OneGroup; Business Journal News Network; Visual Technologies Corporation; Oneida Nation Enterprises, LLC; Emergent, LLC; The Raymond Corporation; and TDO (Train, Develop, Optimize).

CNY ATD is the local affiliate chapter of Association for Talent Development (ATD). For over 45 years, CNY ATD has been connecting talent development professionals throughout the region and contributing to the growth and recognition of the profession. Currently, CNY ATD has over 130 members from various businesses covering 17 plus counties from the Canadian border to the Pennsylvania border in the central area of New York State.



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