



Talent Development

2022 Nominations



CENTERSTATE
CORPORATION FOR ECONOMIC OPPORTUNITY

Racial Equity and Social Impact

CenterState CEO's RESI division has developed numerous courses addressing race and racism, diversity, and creating more equitable businesses and communities. These fee-based virtual sessions are designed for employees at all levels of business, from senior leadership to new hires. Ultimately, our goal is to empower the local workforce with the knowledge and skills necessary to create a culture of inclusion. Topics addressed in the courses include the history and legacy of racism, race in corporate culture, microaggressions, inclusive language and leading for change. Each session is tailored to the experiences and needs of the participants to ensure maximum relevance and engagement.



Total Rewards Survey

The program based on our annual CNY SHRM and MACNY Compensation and Benefit Survey and was created to share the findings of the Compensations and Benefit Survey with our membership and local organizations. The program was created to establish a toolkit to better assist local HR's in the CNY area in regards to offerings to employees in terms of pay, benefits, and non-financial rewards. The desired outcome of creating a toolkit of compensations and benefit suggestions was completed at no cost to the non-profits who participated.



Emergent Leader

The public Emergent Leader course is a remote offering that consists of five three-hour sessions, four one-on-one coaching meetings, and one post-course "action learning" session. Participants receive a workbook as an instructional aid. The course is built around five fundamentals of leadership. The first five sessions deal with each of these fundamentals: Leadership Presence; Communicating Clearly; Leadership Agility; Building Teams; and Driving Performance.



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Summer Internship Experience

The JMA Internship Experience was a formal program specifically designed to meet the organization's greatest talent needs. The overall program included a strategic needs analysis to define the needs, targeted recruiting efforts to identify the best talent, the execution of an engaging and impactful program to build relationships with the students, which ultimately delivered significant results. With the program only concluding a few weeks ago and many of the students going back to their required course work, JMA has secured agreement from 70% of the intern cohort to continue their employment with JMA in the future.



COVID-19 Rules to Stay Safe at Work

The US talent development team worked with Safety and the Plan Forward team to create a new eLearning, "COVID-19 Rules to Stay Safe at Work" to outline the new protocols allowing employees who need to work at a National Grid location to do so safely and keep other colleagues safe in the process. US talent development also created over 40 mobile-ready eLearnings and online pre-assessments. Pre-assessments enabled an employee to pass a test on a given topic, satisfying the annual training requirement for that topic. The mobile-ready eLearnings and online pre-assessments were key because our field employees don't have laptops or other computer equipment available as a part of their jobs. By creating mobile-ready content, these field employees gained access to online content and assessments through Company provided tablets and smartphones. Talent development re-designed over 20 Instructor-Led Training courses to convert to Virtual Instructor-Led Training (VILT) delivering over 70 virtual sessions



Leadership and Personal Development

The purpose of the program is to meet the needs of our employees as we navigate through rapid growth and staff changes. This forced increased pressure on all levels of management as well as the increased staff stress due to staffing issues and COVID fatigue, we were in need of leadership training and self-awareness training. This program consisted of DISC Assessment and Debrief, Personal Development Training, Communication Workshops, Servant Leadership Sessions, Teamwork Sessions, Team Assessment Leadership Game and Personal Development Sessions. All sessions are designed to encouraged to create honest and full communication, team building, basic and in-depth training, learning perspective, and creating next step solutions for all levels of leadership, organization and Community engagement. Employees have gained a better understanding of themselves, their strengths and weaknesses, how they communicate, and the importance of taking time for personal growth. The morale at the organization has improved dramatically and staff is much more engaged.



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perspective [mentoring](#)

Kreate Mor Leederz

Kreate Mor Leederz was created for our Chick-fil-A Friends. It is a Director's Starter Kit designed for newly promoted Directors. As the Strategic Partner Perspective Mentoring helped identify and clarify the needs and goals and helped create long-lasting systems and processes for success. This is a Training Series directed towards Personal Growth, Leadership, Communication, coaching, and events provide the information they needed to become intentional about their personal development.

S Syracuse University Whitman School of Management

WSM Help Case Management Training

The purpose of developing the WSM Help Case Management Training came from the need to establish a consistent onboarding and training process for the student workers. As a part of the Onboarding Training, student workers will be able to view, read and understand help desk tickets In Salesforce. The students will be able to identify the problem and be able to either close the case (ticket) or be able to transfer the help ticket to the appropriate ITS Consultant who can resolve and close the case (ticket). The student will complete this unit as part of their larger onboarding and training sessions. Up until this point, there was no formal training established, which had led to inconsistencies in knowledge at best, and at worst the student worker had no knowledge, and therefore not working effectively in the department.



Toyota Kata

Toyota Kata gives a powerful way to push back against the backslide. Toyota Kata is becoming TDO's dominant framework for client engagements. It allows us a method to engage that greatly aids in the sustainment of change by educating and empowering our clients to bring forth the change they need in their organization in a systemic and thoughtful way without requiring TDO's ongoing assistance. Further, the nature of the coaching process and the type of relationship it tends to form, has been reliably getting us closer to the coveted Trusted Advisor status. The goal of committing to Toyota Kata as a framework for client engagements was to implement a generalizable methodology that would help to consistently drive our values. Specifically, we wanted to ensure that: 1. The changes we would help drive inside organizations would be sustainable, 2. Our engagements helped to drive an ongoing client relationship as their Trusted Advisor.