



## ADVANCE LOCAL Friday Focus Learning Series

We created a learning series called "Friday Focus" that digs into various topics related to digital marketing, sales strategy or personal development. These 1-2 times per month sessions have focused on topics such as Using Research as a Sales Tool, Social Media Marketing Strategy, Conducting Engaging Client Reporting Meetings, Time vs. Energy Management and more. Topic suggestions come from both our advertising professionals and leadership team. We even included a Cannabis 101 session to help our sales team understand the framework of the business as the adult-use industry rolls out in New York!



### Self-Reflective Manager Reviews

Cliff's Local Market is now utilizing more in-depth self-reflective reviews with managers through a new custom module in the company HRIS. The intention is to create more conversation around how we can better support our management team with their individual growth/needs. Allowing managers to more comfortably participate in their own review process, over time, prior to submission, allows the practice the time it deserves. Feedback garnered from our site managers, also has in-turn provided our field supervisors additional insight as a result of deeper conversations.



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### LinkedIn Learning Monthly Challenges

We would pick a theme for the month (such as wellness, sustainability, cybersecurity) and populate our training calendar with mini videos (five minutes or less). Staff would keep track of the ones they watched and at the end of the month, they would submit their "scorecard". A random winner was chosen and a small token was given. This has increased the awareness and usage of LinkedIn Learning.



### Driving High Performance Teams

Transitioning from annual review to a continuous process of goal setting, frequent check-ins and dialogue, coaching conversations, providing and receiving feedback, and recognition; Leveraging technology and systems to expand and enhance company-wide efficiency.



### **Emerging Women Leaders (EWL)**

The EWL program aims to cultivate an early talent pipeline of female technology leaders who have the knowledge, networks, and tools for sustainable career advancement to lead innovation at Corning. Relunched in 2022, EWL runs over 9 months and it includes large group workshops as well as small group action learning coaching sessions. The current cohort has 23 participants from North America and Europe.



### **Onboarding Post Sales Managers**

Onboarding Post Sales managers using a methodology that maps to a customer journey with touch points along the way that drive solution adoption and technology consumption. It is an enablement strategy that is end customer focused.



### **Kinney Certification**

Our Kinney Certification includes much of the same pharmacy learning as a National Certification (PTCB and NHA), yet it goes a step further and is designed to include the experience of working in a Kinney Pharmacy and our distinctive approach to patient care. Regional Pharmacy Trainers put together the content, and we obtained subject matter approval from Supervising Pharmacists, Patient Advocates, and other stakeholders.



### **Financial Literacy Courses**

We are looking to make financial literacy a permanent part of our mandatory apprenticeship training, as many of them struggle to learn how to spend smart and budget their money. Most of them are laid off in the winter, so we are trying to teach them to plan/budget accordingly.



### **LinkedIn Learning License**

Northland Communications has purchased a LinkedIn Learning License for the company. These courses are being provided to all employees to encourage personal and professional development, company initiative for team-based training and to update training plans for all departments.



### **Revamped New Member Onboarding**

NYSERNet revamped our new employee onboarding to be a formal process vs leaving it up to the department manager to determine. It is a whole organization process now vs ad-hoc.



### **Optimizing Self-Paced Online Learning**

OneGroup has invested in a variety of self-paced online learning platforms for our teams to utilize. This includes both an industry focused platform to better support those new to the insurance industry as well as a professional development platform. We feel the investment in these platforms is an investment in our team as they thrive to learn and grow each and every day.



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### **The "Employee Journey" Series**

With the goal of increasing employee knowledge and engagement during the first 6 months of employment, ONE has begun to augment existing orientation and on-boarding programs by engaging with employees through a series of educational videos at key stages of the "New Employee Journey". These department specific videos are tailored to introduce employees to executive and department leaders, educate them on key business and cultural information and provide an opportunity to provide feedback and ask questions through the use of internal survey tools.



### **Financial Wellness Workshops**

Teaching the principles of personal finance, how to reduce consumer debt, plan for the unexpected, and gain access to appropriate financial products and services. We partner with small and mid-sized companies to give everyone access to a quality financial education that supports existing employer benefits programs.



### **New Employee Training and Certification**

There is no stronger or clearer indication of a company's competitive strength than the level of expertise exhibited by its workforce, and it begins with the most stringent hiring and training process in our industry. All new employees enter a six-week corporate training program prior to certification where they learn how to respond to alarms and dispatch authorities in a supervised, interactive, hands-on setting. Final certification is cumulatively based on the employee's test scores, quality assurance reviews, and demonstrated proficiency through a challenging series of simulated exercises that mimic actual response scenarios in real time.



### **New Learning Management System**

Suburban Propane recently changed to a new Learning Management system, Saba. Saba is a robust, cloud-based talent development and learning management platform that we use for training and evaluation related to onboarding, compliance, continuous learning and professional development. It comes with a host of tools that allow us to gauge performance and forecast training initiatives: evaluation and analysis on given competencies/skills, feedback on training, dynamic options for enrollment, course pacing (fully online, hybrid, and face-to-face), tracking, and assessment, and so much more. It has proven to be an indispensable tool across our organization, and, in our center, we find it especially helpful for better-positioning our staff to meet evolving challenges and our growing customer base.



### **Business Results Leadership Coaching**

Using the VCG Method™, clients are able to access the science of performance and results by addressing the habits that hold them back from achieving their desired results. Through that process, we collectively arrive at a multitude of strategies to anchor their learning and provide the tools and skills to form new, sustainable habits to ignite their potential. The VCG Method = Science. Strategy. Sustainability.

CNY  
**BEST**  
*Talent Development*  
**2022**  
**Showcase**



**Leading @VIP**

Leading @VIP caters to people leaders of the organization. We hold quarterly off-site sessions focused on core leadership areas of emotional, social, and cultural intelligence. In addition, we hold 20-minute virtual touchpoints "Zoom SHorts" monthly to hit best practices and process reminders such as interviewing best practices, performance management best practices, etc.