

2023 NASPEs 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.

NOMINATION INFORMATION

Title of Nomination: Statewide Learning Framework

State: MO

Contact Person: Dr. Tom Joseph

Contact's Title: Sr. Talent Development Specialist

Agency: Office of Administration, Division of Personnel

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NOMINATOR INFORMATION

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DETAILS

Feel free to include links to websites and snapshots as part of your nomination.

1. Please provide a brief description of the submission.

[The Statewide Learning Framework](#) serves as guided learning for all State of Missouri team members. It ties together key topics from other leadership and training opportunities, like the [Missouri Way](#), [Show Me Excellence](#), and [MO Learning](#), for a robust experience. Missouri also completes an organizational health survey (the [Quarterly Pulse Survey](#)). The quarterly topics of the Learning Framework reflect the measured outcomes of the survey. Through the Learning Framework, we help team members gain professional development in critical areas identified through the organizational health survey while supporting our existing leadership and training opportunities.

The framework features monthly themes and several hours of curated content tied to each theme. Further, the content is intentionally chosen for three groups: a) supervising leaders, b) all leaders, and c) non-supervising leaders. The purpose of breaking the content into three groups is to ensure each month's content applies to everyone, regardless of title. For example, if the theme is "belonging," the content for a supervising leader might explore how a manager can create belonging on a team. In contrast, the non-supervising leader content would examine why we should care about belonging and its impact on the workplace.



Along with the weekly curated content is a featured live training each month. We identify team members from across the agencies with expertise in the month's theme and ask if they are

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interested in facilitating a live presentation. These presentations are one hour long and in a virtual format to increase accessibility.

All monthly calendar content and live training content is uploaded to our online learning platform, MO Learning (powered by LinkedIn Learning). Here, there are various learning paths created to reflect the monthly calendar. It includes all curated content (both internal and external) and the recorded presentation for the month. One significant aspect of the framework's content is that it contains various learning mediums to reach all our team members. You can find podcasts, articles, videos, and activities. Not all team members have daily access to a computer, so we have intentionally created and found learning content to meet their needs.

We take several avenues to distribute the framework. First, all information is added to the framework's [site](#) regularly, including live training opportunities, blog posts, and the monthly calendar PDF document. Each week, the Division of Personnel meets with HR directors from across the State of Missouri, and content for the following week is shared with them. Then, they distribute the information internally to their teams, as appropriate. We have made graphics available on lobby TVs with URLs and QR codes for registration, and the communications team sends out learning content (varies by agency).

2. How long has the submission been in existence?

The Statewide Learning Framework was created in late 2021 in anticipation of the calendar year 2022. The framework was revised with constituent feedback in late 2022 to reflect the current design and content.

3. Why was this submission created?

The State of Missouri requires all supervisors to complete 52 hours of professional development each fiscal year, and some units require non-supervisors to have continued learning as well. We received feedback that there are so many learning opportunities that team members do not know what to learn. Through the framework, we can provide guided learning that will help all team members reach their required hours or develop new skills if they do not have a requirement.

We did not want the learning framework to be another resource that was not utilized, so tying it to other successful programs was intentional. The State of Missouri takes its organizational health survey seriously, so making the backbone of the framework the survey outcomes was the perfect way to blend the initiatives.

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

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As mentioned, the learning framework supports programs the State of Missouri already uses, like the Missouri Way, Show Me Excellence, MO Learning, and the Quarterly Pulse Survey (organizational health). Each of these programs is utilized statewide, so their incorporation into the learning framework was natural and made sense.

Furthermore, we use constituent feedback to change the framework to meet team members' needs. In 2022, feedback from team members and HR directors was used to design the 2023 framework. The themes from the 2022 framework that were important to staff remained while we added new topics to meet the State's evolving needs. This year, the framework has a branded slogan, "Fostering a Sense of Belonging through Learning." This year, there has been a large push to increase team member belonging, so we emphasized its importance by making it a key framework point. Each month's content will tie back to belonging in some capacity.



The framework for 2023 is pictured above. Here, you can see each month has its own theme. The four topics in the middle (direction, leadership, motivation, and public service) are the Quarterly Pulse Survey outcomes.

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

We track various program metrics, including site and learning path unique views and live session registration. We have also received feedback from other agencies that they push the content out to their team members when appropriate.

5% increase in supervisors achieving 52 hours of professional development in the fiscal year 2022 compared to the fiscal year 2021 (framework may not be causal, but it was developed for this purpose)

Framework Site Unique Views: Over 6,000

Learning Path Unique Views: Over 1,500

Live Session Registrations: Over 800

Due to limitations in our content tracking system, we cannot analyze total framework completion.

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