

2018 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 Performance Consulting 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

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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

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1. Please provide a brief description of this program.

State Civil Service Performance Consulting – SCS has launched a holistic, systemic, and competency-based consulting service that combines business, organizational, and human performance analysis to provide agencies with a practicable and tangible standard of performance excellence which easily translates into every step of the employee lifecycle.

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

This program has been operational since January 2016.

3. Why was this program/effort created?

This program was created in response to a statewide need to understand and solve complex and cyclical human performance problems. While several one-off potential and specific prescriptions were available (policies, pay mechanisms, training courses, etc.), SCS needed a program that approached agency HR and HP problems holistically and systemically. SCS Performance Consulting allows for prescriptive interventions that cross a number of HR Disciplines, and allows agencies to experience synergistic benefits by combining the effects of various techniques from across the HR diaspora.

This is a new and creative method in its approach. Instead of addressing individual and specific problems one by one, SCS performance Consulting seeks to understand the connections behind the individual problems, to address the systemic deficiencies that manifest as seemingly unrelated events.

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

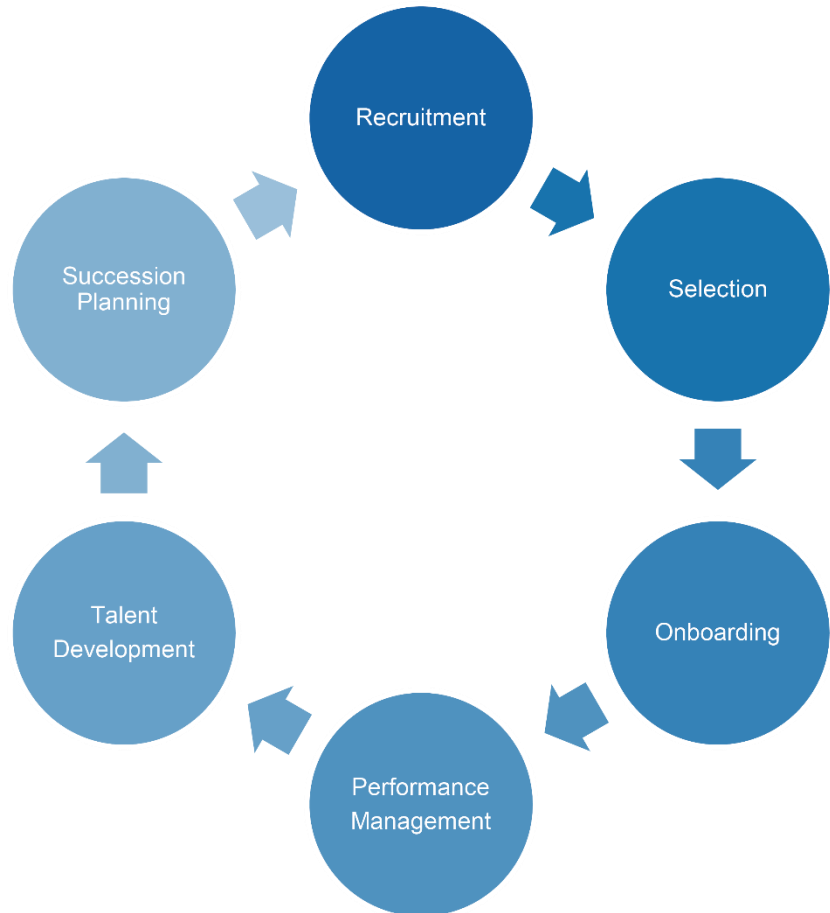
SCS Performance Consulting was developed in house by State Civil Service staff so there were no associated costs.

5. How is this program/effort funded?

The program is supported in house so there is no need for additional funding.

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

The success of the program is based upon the success of our clients. Each client's case is reviewed to ascertain significant and meaningful performance measures that would be impacted by our recommended interventions. These measures have included items such as frequency and quality of



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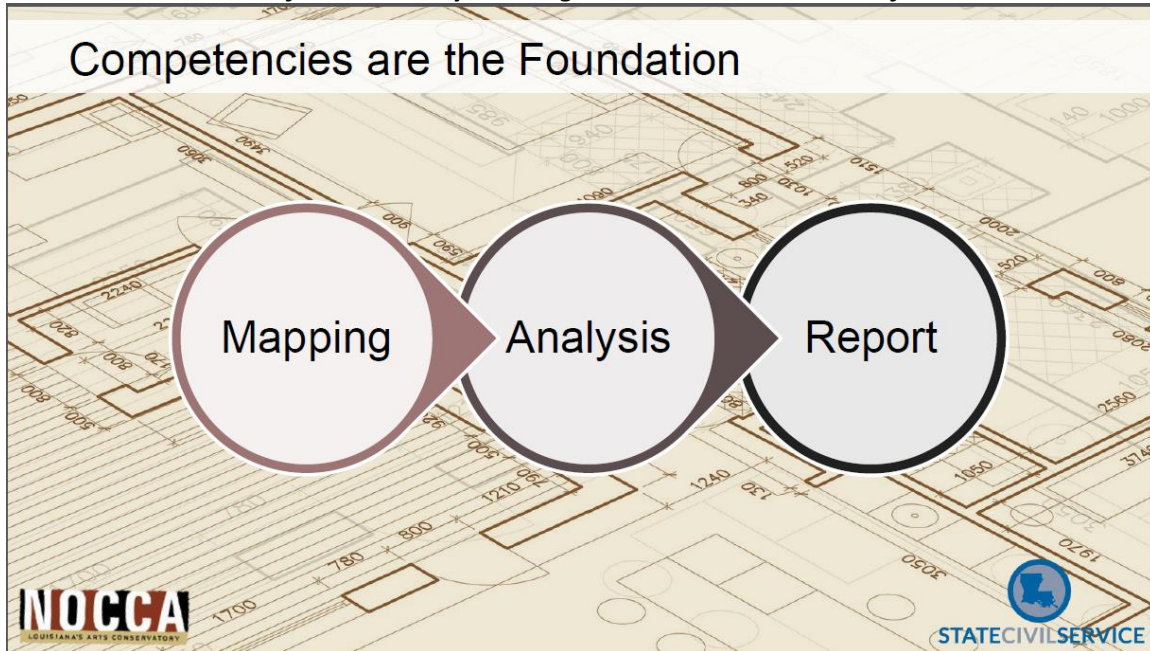
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supervisory coaching, alignment of process, goals and objectives, and policy, reduced turnover, increased retention, reduced processing time and training effectiveness (ROI).

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

It has changed greatly! The program originally sought to establish supervisory competencies and serve as a catalyst to create supervisory training that impacted state organizations. As the program became more involved with agency performance issues, it expanded its role to include aspects of organizational development and, ultimately human performance consulting.

PowerPoint Slides from discovery meeting with New Orleans Center for Creative Arts.



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Sample Competency Report

INITIATIVE

Does more than is required or expected in the job; does things that no one has requested that will improve or enhance products and services, avoid problems, or develop entrepreneurial opportunities. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Grow Techniques

CPTP Courses

- Benchmarking Basics WBT
- Self-Motivation in the Workplace ILT

Performance Management

- For the next performance year, outline how you will seek professional/personal development opportunities. Opportunities can include volunteering for projects, taking external courses, seeking coaching, etc.

Further Study

- Garland, D. Kaizen Journaling. [48 Ways to Take More Initiative at Work.](#)



TRAINING AND DEVELOPMENT SPECIALIST 3				
Dual Evaluation Rubric				
THE STATE OF LOUISIANA "EXCEPTIONAL EMPLOYEE" COMPETENCIES				
Competencies	Definition	Needs Improvement (1)	Successful (2)	Exceptional (3)
Initiative	Actively seeks opportunities to improve or enhance products, processes, and/or services		X	
	Anticipates problems and implements plans for appropriate action	X	X	
	Actively contributes to advancing the department's and/or the agency's goals and mission	X		X
Accountability	Responsible for self and contribution as a team member and public servant		X	X
	Holds team members accountable when appropriate	X	X	
	Monitors work and makes adjustments to ensure successful completion of commitments	X	X	
Ethics and Integrity	Morally responsible as a public servant			X
	Aware of the impact and consequences of behavior and acts morally		X	
	Reflects on perception as being responsible, honest, and credible to maintain the trust of others		X	
TECHNICAL COMPETENCIES:				
Project Management	Responsible for making the final decisions that affect the overall outcome of a task	X		X
	Identifies resources needed to complete a task	X	X	
	Accountable for the outcome of a specific task		X	X
Evaluation	Monitors effectiveness and efficiency of products, services, or procedures		X	
	Seeks feedback for improvement		X	X
		KEY: Black "X" – Employee Evaluation Red "X" – Supervisor Evaluation		



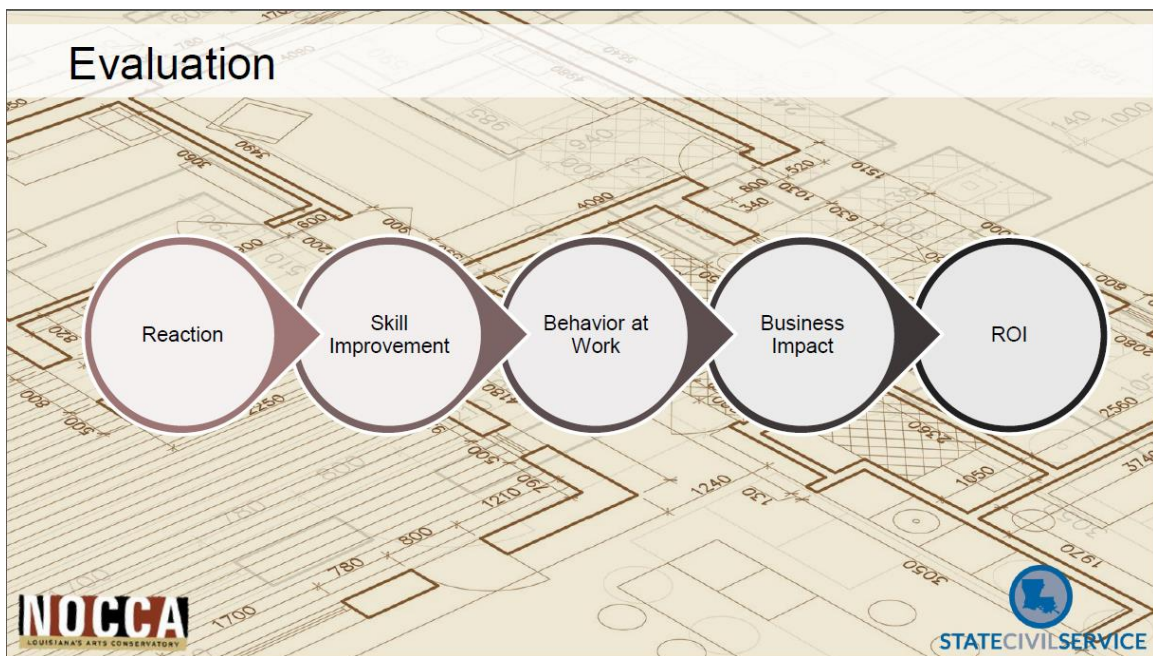
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The screenshot displays the 'NOCCA Learning Resources- Micro Learning' website. The main heading is 'Adult Learning Styles Module'. A prominent blue box contains the text 'Talent Development Opportunity'. Below this, there are sections for 'Problem', 'Tasks', and 'Resources'. The 'Tasks' section includes a question: 'Do CPTP ILT courses align with Kolb's 4 learning styles? How do you know? How can you prove it? What evaluative measures do you use in the classroom to ensure learner outcomes?' and a list of bullet points: 'Summarize Kolb's Learning styles and identify the two ways the learning styles apply to adult learning.', 'Evaluate your own learning styles and tendencies. What are job implications?', 'Apply Kolb's Learning Styles to improve your understanding of Instructional course design.', 'Evaluate one CPTP course based on adult learning principles, learning styles, and thinking tendencies', and 'Create a proposal for course updates and research-based evaluation strategies'. The 'Resources' section lists several links and video thumbnails, including 'Kolb's Learning Styles by Dale Williams', 'Kolb's Learning Styles Presentation by Monte Cox', 'Motivation and Learning by K.Theuer', and 'How We Learn by Forney ISD'. A sidebar on the left contains navigation links such as Home, Syllabus, Announcements, Modules, Grades, Files, Discussions, Quizzes, People, Conferences, Collaborations, Assignments, Outcomes, Pages, Attendance, and Settings.



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