

2022 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: State Civil Service Diversity Course Suite State: LA

Contact Person: Lindsay Ruiz de Chavez

Contact's Title: Public Information Director

Agency: Louisiana State Civil Service

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NOMINATOR INFORMATION

Nominator: Byron P. Decoteau, Jr. Title: Director

State: LA Agency: Louisiana State Civil Service

Telephone: 225.342.8274

E-mail: Byron.decoteau@la.gov

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Meet deadline requirements
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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.

Our Diversity Course Suite consists of 3 courses (SCS Competency Values Diversity, Exploring Diversity, Diversity for Supervisors) that review the concept of diversity and its importance within a workplace. The courses provide the background of the concepts, the benefits that come along with a diverse workforce, and actionable practices that learners can use to embrace and champion diversity within their workplace. Each course approaches the topic of diversity from a different perspective.

2. How long has the submission been in existence?

The first course, SCS Competency Values diversity was released in July of 2020 with subsequent classes being released in September (Exploring Diversity) and December (Diversity for Supervisors) of 2021.

3. Why was this submission created?

Diversity within an organization is one of the driving forces for success. These courses were created to underscore the importance of diversity within Louisiana State government. Each course, as mentioned, approaches the topic from a different perspective.

SCS Competency Values Diversity explores the state-wide competency of Values Diversity. The course explores the definition of the competency according to the State-wide competency model. Learners are provided simple behaviors that when practiced will demonstrate to their coworkers that they are valued for who they are.

Exploring Diversity reviews the different dimensions of diversity and how a diverse workgroup can benefit an organization. Learners are given tips on how to overcome the barriers of diversity and how to implement techniques for encouraging diversity in the workplace.

Diversity for Supervisors provides supervisors with the tools and resources they need to create and maintain a positive work environment within their workgroup, where diversity, equity, and inclusion are valued.

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

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Diversity is an important consideration for an organization to foster. Diversity ensures that not only is an organization representative of the surrounding population but it also ensures that those different employees from different backgrounds are able to produce different ideas. These different ideas and viewpoints can be of great benefit to an organization, as they challenge the status quo and move the organization to a stronger and brighter future. As such, Values Diversity was identified as one of 9 Critical Core competencies for all employees within Louisiana State government, regardless of job or agency. Additionally, customer focus is one of SCS's core values. In order to serve a diverse population of customers, an organization must have a diverse workforce that mirrors the population it serves. These courses help employees develop this critical competency and give them ways in which they can create and maintain a culture that embraces diversity.

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

Insight into the effectiveness of our courses is obtained in a few different ways. First, the courses provide scenarios that the participants must navigate, thus allowing them the opportunity to practice their newly learned skills and receive feedback. In addition to this, two of the courses (SCS Competency Values Diversity and Diversity for Supervisors) require the learner create and print out an action plan on how they will incorporate their new skills into the workplace. This activity increases the likelihood that the learner will transfer the knowledge into the workplace as it requires them to put a plan down on paper.

Screenshots/Course Trailers:

SCS Competency Values Diversity

<https://youtu.be/HTdPkts77Mg>

ALL SUBMISSIONS MUST:

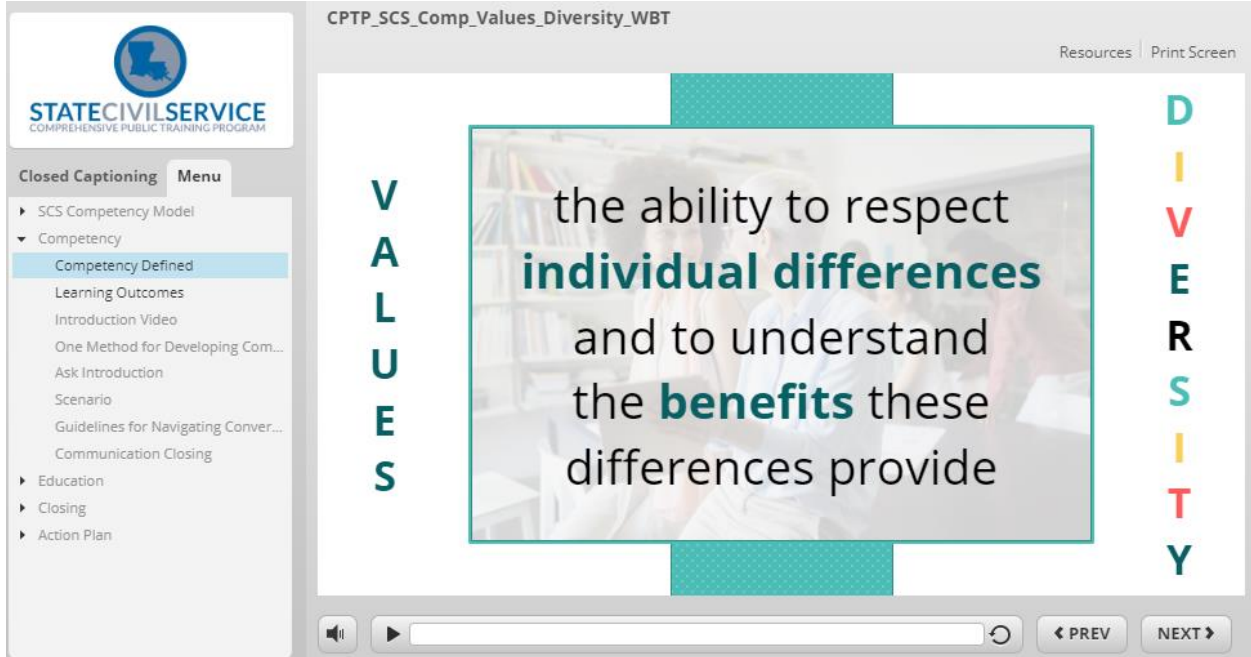
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CPTP_SCS_Comp_Values_Diversity_WBT

Resources | Print Screen



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COMPREHENSIVE PUBLIC TRAINING PROGRAM

Closed Captioning Menu

- ▶ SCS Competency Model
- ▼ Competency
 - Competency Defined
 - Learning Outcomes
 - Introduction Video
 - One Method for Developing Com...
 - Ask Introduction
 - Scenario
 - Guidelines for Navigating Conver...
 - Communication Closing
- ▶ Education
- ▶ Closing
- ▶ Action Plan

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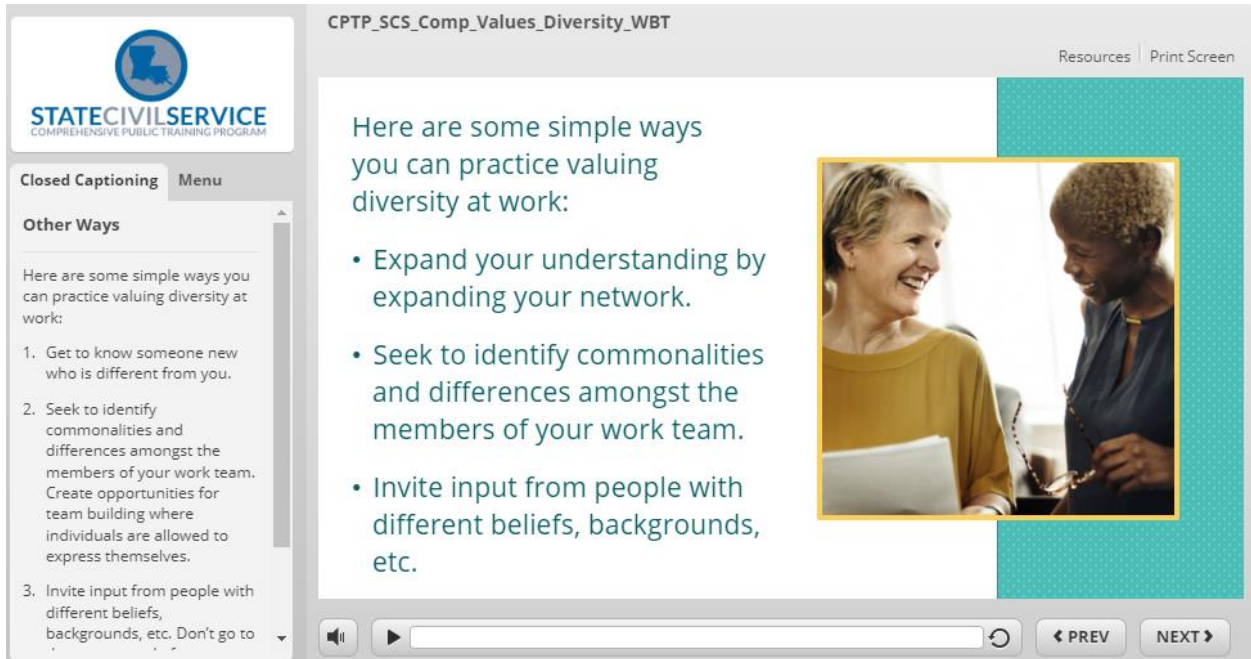
the ability to respect
individual differences
and to understand
the **benefits** these
differences provide

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PREV NEXT

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Other Ways

Here are some simple ways you can practice valuing diversity at work:

1. Get to know someone new who is different from you.
2. Seek to identify commonalities and differences amongst the members of your work team. Create opportunities for team building where individuals are allowed to express themselves.
3. Invite input from people with different beliefs, backgrounds, etc. Don't go to

Here are some simple ways you can practice valuing diversity at work:

- Expand your understanding by expanding your network.
- Seek to identify commonalities and differences amongst the members of your work team.
- Invite input from people with different beliefs, backgrounds, etc.



PREV NEXT

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The screenshot shows a video player interface. At the top left is the logo for STATE CIVIL SERVICE, COMPREHENSIVE PUBLIC TRAINING PROGRAM. The video title is 'ACTION Plan to Develop Values Diversity' with an upward-pointing arrow icon. The video ID is CPTP_SCS_Comp_Values_Diversity_WBT. There are 'Resources' and 'Print Screen' links in the top right. The video content includes four questions with text input boxes: 'What is 1 strategy you can commit to using to help you develop this competency?', 'What support can you draw on to help implement this strategy?', 'What challenges could you have using this strategy?', and 'How will you overcome those challenges?'. A sidebar on the left contains 'Closed Captioning' and 'Menu' tabs, and an 'Action Plan' section with instructions and a note. A control bar at the bottom includes a volume icon, a play/pause button, a progress bar, a refresh icon, and 'PREV' and 'NEXT' navigation buttons.

Exploring Diversity

<https://youtu.be/QT08cS9syaM>

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Diversity Definition

Diversity is any difference or trait that can be used to differentiate a person or groups of people from one another.

DIVERSITY

any difference or trait that can be used to differentiate a person or groups of people from one another

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CPTP_SCS_Exploring_Diversity_WBT Resources

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Dimensions of Diversity

These differences are called "dimensions of diversity" and include gender identity, religious beliefs, race, ethnicity, parental status, age, education, physical and mental ability, income, sexual orientation, occupation, language, geographic location, and many other categories.

All of these dimensions, combined, create our identities. And while we may share some dimensions, how they intersect, is unique for each of us.

DIMENSIONS OF DIVERSITY

religious beliefs geographic location ethnicity
race income education
gender identity parental status
physical/mental abilities language
sexual orientation occupation age

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CPTP_SCS_Exploring_Diversity_WBT Resources

The screenshot shows a video player interface. On the left is a sidebar with the State Civil Service logo and a 'Benefits Drag and Drop' section. The main content area is split into two columns: a green column labeled 'Personal' and a dark blue column labeled 'Agency'. Below these columns is a grid of eight benefit categories: Broader Service Range, Increasing Your Contribution, Fair Environment, Richer Base of Expertise, Sense of Belonging, Effective Communication, Exploring Your Talent, and Variety of Viewpoints. At the bottom, there are navigation controls including a play button, a progress bar, and 'PREV' and 'SUBMIT' buttons.

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Closed Captioning Menu

Benefits Drag and Drop

Drag the benefit to the correct category.

Personal

Agency

Drag the benefit to the correct category.

Broader Service Range	Increasing Your Contribution	Fair Environment	Richer Base of Expertise
Sense of Belonging	Effective Communication	Exploring Your Talent	Variety of Viewpoints

PREV SUBMIT

CPTP_SCS_Exploring_Diversity_WBT Resources

The screenshot shows a video player interface. On the left is a sidebar with the State Civil Service logo and an 'Encouraging Intro' section. The main content area features three columns with images and labels: 'Empathy' (two men talking), 'Inclusion' (a group of people with hands on a table), and 'Intervention' (a woman at a desk). At the bottom, there are navigation controls including a play button, a progress bar, and a 'PREV' button.

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Encouraging Intro

Overcoming personal barriers to diversity is just one way you can foster a diverse workplace. The next part of the journey requires you to take direct, intentional action. You can create a positive, diverse work environment through empathy, inclusion, and intervention.

Click on each section to learn more.

Click NEXT to continue.

Empathy

Inclusion

Intervention

PREV

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Diversity for Supervisors

<https://youtu.be/CLgxUq2KcE0>

CPTP_SCS_Diversity_for_Supervisors_WBT

Resources | Print Screen

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Inclusion

Greeting your employees is only one opportunity you have to practice inclusion every day. Inclusion in the workplace means that:

- You treat everyone fairly and respectfully.
- You make sure everyone has access to opportunities and resources.
- You encourage everyone to contribute.

Inclusion

- Treat everyone fairly and respectfully
- Access to opportunities and resources
- Encourage everyone to contribute

▶ [Progress Bar] [Volume] [Settings] [PREV] [NEXT]

CPTP_SCS_Diversity_for_Supervisors_WBT

Resources | Print Screen

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Closed Captioning | Menu

Q2

After you take the time to greet your team, you head to the office to catch up on emails. You see an email from your boss, asking you to prepare a diverse work team for an upcoming project. When you are done reading the email click NEXT.

INBOX:	From: My Immediate Supervisor
Managers Digest	Diverse Team Needed for Upcoming Project
Training Manager Magazine	
Fashion For Supervisors	
Urgent: Diverse Team Needed	
DEI Training	

For your team meeting this morning, I will need you to select a team of diverse individuals to spearhead the project. Let me know who you choose and why ASAP.

▶ [Progress Bar] [Volume] [Settings] [PREV] [NEXT]

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The screenshot shows a video player interface. At the top left is the logo for STATE CIVIL SERVICE, COMPREHENSIVE PUBLIC TRAINING PROGRAM. The video title is 'CPTP_SCS_Diversity_for_Supervisors_WBT'. In the top right corner, there are links for 'Resources' and 'Print Screen'. The main content area displays a slide with a dark background and a close-up image of a man's face on the right. The slide text on the left lists: 'Honor Brave Space Rules', 'Be Human', 'Connect', and 'Collaborate'. A navigation menu on the left side of the player includes 'Welcome', 'Title', 'Help Slide', 'Learning Outcomes', 'Pitch', 'Scenario', 'Meetings', 'Difficult Conversations', 'Empathetic Conversations', and 'Conversation Tips'. At the bottom of the player, there is a progress bar and control buttons for play, refresh, volume, settings, and a 'PREV' button.

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