

# 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.

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### **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

Mailing Address: P.O. Box 94111, Baton Rouge, LA 70804-9111

Telephone: 225.342.8274

E-mail: Lindsay.ruiz@la.gov

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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

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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?

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,

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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.

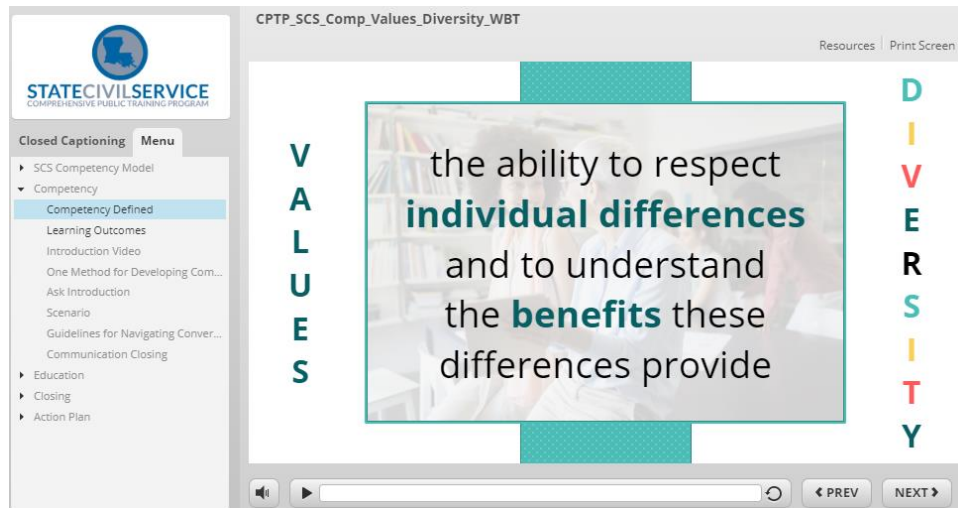
5. Have you been able to measure the effectiveness of this submission? If so, how?

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:

#### COURSE TITLE – SCS Competency Values Diversity

Course Trailer: <https://youtu.be/HTdPkts77Mg>



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CPTP\_SCS\_Comp\_Values\_Diversity\_WBT

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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:

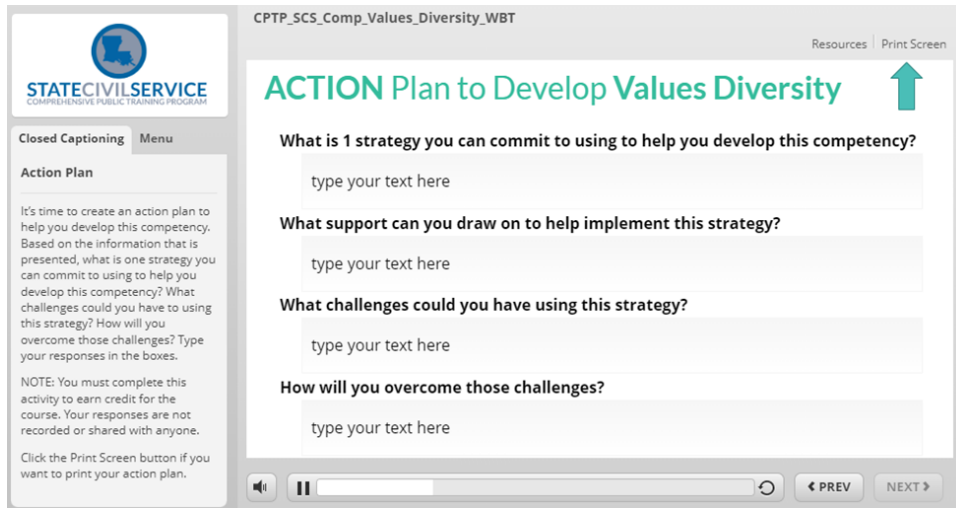
- Expand your understanding by expanding your network.
- Seek to identify commonalities and differences amongst the members of your work team.
- Invite input from people with different beliefs, backgrounds, etc.



PREV NEXT

CPTP\_SCS\_Comp\_Values\_Diversity\_WBT

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**Action Plan**

It's time to create an action plan to help you develop this competency. Based on the information that is presented, what is one strategy you can commit to using to help you develop this competency? What challenges could you have using this strategy? How will you overcome those challenges? Type your responses in the boxes.

NOTE: You must complete this activity to earn credit for the course. Your responses are not recorded or shared with anyone.

Click the Print Screen button if you want to print your action plan.

**ACTION Plan to Develop Values Diversity**

What is 1 strategy you can commit to using to help you develop this competency?

type your text here

What support can you draw on to help implement this strategy?

type your text here

What challenges could you have using this strategy?

type your text here

How will you overcome those challenges?

type your text here

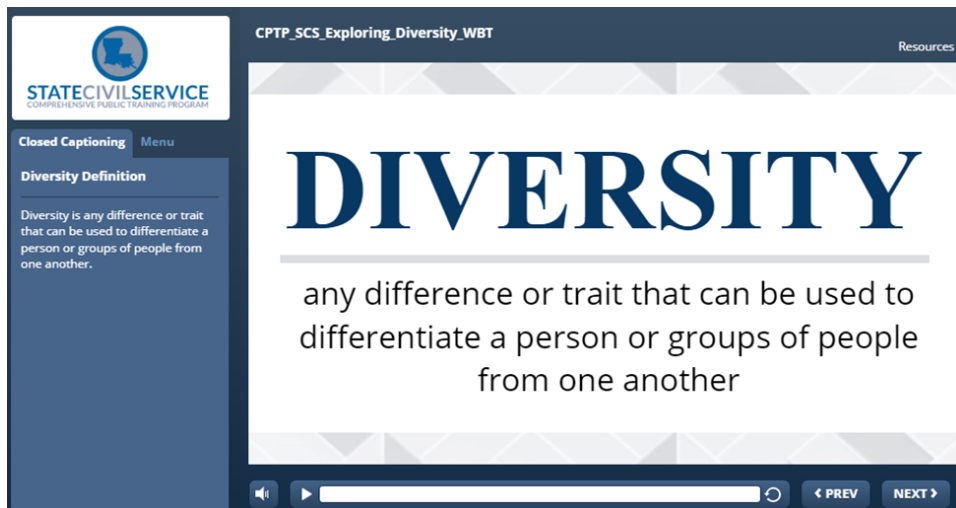
PREV NEXT

### COURSE TITLE – Exploring Diversity

Course Trailer: <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

PREV NEXT

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The screenshot shows a video player interface. On the left, there is a sidebar with the State Civil Service logo and the text 'Dimensions of Diversity'. The main content area displays a word cloud with the central text 'DIMENSIONS OF DIVERSITY'. Surrounding this central text are various terms: religious beliefs, geographic location, ethnicity, race, income, education, gender identity, physical/mental abilities, language, sexual orientation, occupation, and age. The video player includes a progress bar, a volume icon, and navigation buttons for 'PREV' and 'NEXT'.

The screenshot shows a video player interface. On the left, there is a sidebar with the State Civil Service logo and the text 'Benefits Drag and Drop'. The main content area features a green box labeled 'Personal' and a dark blue box labeled 'Agency'. Below these boxes, the instruction reads 'Drag the benefit to the correct category.' There are eight benefit categories listed in light blue boxes: Broader Service Range, Increasing Your Contribution, Fair Environment, Richer Base of Expertise, Sense of Belonging, Effective Communication, Exploring Your Talent, and Variety of Viewpoints. The video player includes a progress bar, a volume icon, and navigation buttons for 'PREV' and 'SUBMIT'.

The screenshot shows a video player interface. On the left, there is a sidebar with the State Civil Service logo and the text 'Encouraging Intro'. The main content area features three panels, each with a photograph of people in a meeting and a label below: 'Empathy', 'Inclusion', and 'Intervention'. The video player includes a progress bar, a volume icon, and a 'PREV' button.

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### COURSE TITLE – Diversity for Supervisors

Course Trailer: <https://youtu.be/CLgxUq2KcE0>

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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] | ▷

◁ PREV NEXT ▷

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**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:**

Managers Digest	<b>From: My Immediate Supervisor</b> <b>Diverse Team Needed for Upcoming Project</b> 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.
Training Manager Magazine	
Fashion For Supervisors	
<b>Urgent: Diverse Team Needed</b>	
DEI Training	

◁ | [Progress Bar] | ▷

◁ PREV NEXT ▷

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- Welcome
  - Title
  - Help Slide
  - Learning Outcomes
  - Pitch
- Scenario
- Meetings
- Difficult Conversations
- Empathetic Conversations
  - Conversation Tips**

**Honor Brave Space Rules**

**Be Human**

**Connect**

**Collaborate**

◁ | [Progress Bar] | ▷

◁ PREV ▷

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