

2024 NASPE AWARDS

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.

NOMINATION INFORMATION

Title of Nomination: Managing for Excellence (MFE) Certification Program

State: WV

Contact Person: Sheryl Webb

Contact's Title: Director

Agency: WV Division of Personnel

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NOMINATOR INFORMATION

Nominator: Sheryl Webb

Title: Director

State: WV

Agency: Division of Personnel

Telephone: 304-558-3950

E-mail: sheryl.r.webb@wv.gov

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Meet deadline requirements
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DETAILS

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

1. Please provide a brief description of this program.

The Managing for Excellence (MFE) Certification Program is an intensive, personalized leadership development program designed to equip eligible state government supervisors and managers with the knowledge, skills, and tools necessary to recognize and adapt to changing environments while effectively managing themselves, their workplace relationships, and their team. The target audience are supervisors and managers who are responsible for producing results in environments influenced by rapid social, technological, staffing, and political changes.

We believe participants receive substantial value from the program's combination of rigorous learning interventions and direct and personalized application opportunities. The classroom portion of the program consists of three, three-day classes: MFE I: Developing the Leader Within; MFE II: Power, Politics, and Persuasion; and MFE III: The Power of Co-Created Change. Each participant identifies a current performance gap or strategic opportunity that is challenging their team, division, or organization, and uses that issue as the focus of a comprehensive Individual Performance Improvement Project (IPIP). Participants must also complete at least twelve online coaching sessions and a minimum of eight hours of reading assignments related to their topic.

IPIP projects from this year's graduates have included a plan to establish a permanent summer electronic benefit transfer for children program (Summer EBT) for the purpose of ensuring continued access to food when school is not in session for the summer. Another project made extensive use of Artificial Intelligence tools to clarify, modernize, and simplify language in an agency's external communication, including forms, emails, and written documents. A third project established a new funding source for environmental remediation assessments that could greatly expand the number completed each year, increasing the safety of such sites or allowing them to be reopened.

Managing for Excellence Certification Program:

<https://personnel.wv.gov/ohrd/certifications/Pages/MFECertification.aspx>

Managing for Excellence Fact Sheet:

<https://personnel.wv.gov/ohrd/SiteCollectionDocuments/MFEFactSheet.pdf>

Managing for Excellence Certification Timeline:

<https://personnel.wv.gov/ohrd/SiteCollectionDocuments/MFECertTimeline2023.pdf>

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

The first offering of MFE that included a certification was 2019. The training program, however, has been in place since 1993.

3. Why was this program/effort created?

MFE was originally created to meet the learning needs of middle and senior managers. Before its creation, most of the Division's training focused on knowledge and skill building for employees and front-line supervisors. For years, the ever-evolving MFE program provided intensive learning for the target audience. In 2019, the IPIP process was introduced as an incubator and support system for participants' innovation ideas. Program staff from the Division of Personnel accompany participants from pre-program briefings to project and coursework completion. The certification also served to make the program more rigorous, which created opportunities for discretionary pay increases to those who complete it.

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

\$9,100

5. How is this program/effort funded?

From the Division of Personnel's operating budget

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

1) An approved IPIP document that meets the program's rubric criteria; 2) Completion of all coursework, coaching, and reading requirements; 3) Successful presentation of an executive summary delivered to program coaches and fellow participants; and 4) Level 1 evaluations

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

As indicated above, MFE evolved from a program featuring only coursework to one that now incorporates a detailed project plan, is delivered through a variety of learning methods, and offers opportunities to reward a commitment to learning.

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