

2026 Statewide Certificate Graduation Transcript

00:01:49:20 - 00:02:16:24

Unknown

It's 2:00. My name is Kit Carson. I am the training service branch administrator for training and HR solutions. And I want to I, along with our program administrators today, will walk you through our program. Before we start, I want to share a couple of household or housekeeping items. First, please take a moment now to silence your cell phones because if they start to ring and a lot of good music, then we might start dancing.

00:02:17:00 - 00:02:19:24

Unknown

This thing will never.

00:02:20:01 - 00:02:42:12

Unknown

Next, we're fortunate enough to have an official photographer with us today. They're going to capture pictures of the graduates and their secretaries. Up front. So, unfortunately, we don't have time to pause and allow everybody to come up. You're welcome to take pictures from your seats. Just be mindful that there's other people here trying to see the people as well.

00:02:42:16 - 00:02:49:06

Unknown

So, you know, don't be too much anyway.

00:02:49:08 - 00:03:14:11

Unknown

You are welcome to take pictures, though. And if you're worried about missing a shot, you know, we all our pictures will be hosted on a web page. So amongst the other reasons, other good reasons for training and whatnot that you want to come to our website, you can also have this also grab those pictures as well. And then afterwards, if you still need pictures, you're welcome to remain in the room and have the slides that'll be here all day.

00:03:14:12 - 00:03:36:17

Unknown

We have all the pictures up on our on our slides, and we can spend the time that you need to take the photos that you want. And then off to our right we have the snacks. You're welcome to have after the ceremony as well. So without further ado, I want to start our graduation ceremony. On behalf of Director Robinson, who couldn't be here today.

00:03:36:19 - 00:04:02:00

Unknown

I want to welcome you to the statewide certificate program. Graduation. Graduation. Hosted by H r of Training and Solutions. I'm happy that. See

so many of you here today. Some people could not be with us from dock. We got some last minute calls that they could not attend. So when you hear their names called or anybody else that's not present, please give them a round for us.

00:04:02:02 - 00:04:22:16

Unknown

That way, we can show them the love and support that they deserve for completing our program. To begin with, I'd like to thank Secretary Gordon for continuing support for all of our training and all of our programs, as well as today's keynote speaker, Secretary of the Department of Safety and Homeland Security, Joshua Bush. Thank you. Thanks for being here.

00:04:22:18 - 00:04:45:06

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I would also like to extend a warm welcome to Lieutenant Governor Jay and to all the secretaries, directors, managers, supervisors, coworkers, family, friends, and of course, our graduates that are both here in person and those joining us virtually because we're live streaming. As we celebrate a milestone that our graduates have been eagerly anticipating, some for up to three years.

00:04:45:08 - 00:05:16:23

Unknown

Learning and development and powers, and to excel in their current roles and prepare them for the opportunities ahead. Our state needs individuals equipped to serve as supervisors, managers and leaders, supporting process improvement, project and change management, amongst other leadership tasks. Our programs build knowledge in these areas while fostering connections, collaboration and shared learning. Graduates, we hope your participation in these programs has prepared you to apply what you've learned to your workplace.

00:05:17:00 - 00:05:50:02

Unknown

Thank you. And to embrace the opportunities that lie ahead. These programs require significant commitment from both the participants and the organization's frontline leadership. That program takes 102 hours of training. Continuous Improvement practitioner program, 135 hours of training process and and program. Excuse me. Project and process leadership is 65 hours of training, and the Human Resources Certification program is 231 hours of training.

00:05:50:04 - 00:06:17:15

Unknown

Right. So there's a great, great, great commitment to these programs. Each program is set to run between four months to three years. So, we're sure that the investment in learning and growth will give you the ability to improve your individual, team and organizational performance. This commitment will expand your career opportunities and support the state's retention and succession planning efforts as you advance your careers.

00:06:17:16 - 00:06:48:05

Unknown

Today, you are joining a distinguished group of over 500 employees out of more than 16,000 statewide right, representing over 20 agencies of all completed one of these programs. I will be remiss if I did not acknowledge the supervisors, the coaches, the mentors, the SMEs that played a vital role during these programs, their involvement, the meeting with participants, coaching, encouraging and offering support were central to each graduate success.

00:06:48:07 - 00:07:12:19

Unknown

So we thank all of you that have served in that capacity and contributes to the learning of our participants journey. Have requested the leaders and the supervisors in the room. Please continue to champion these programs within your agencies. As one of our primary responsibilities as a leader is to train and develop our people right, to prepare them, to replace us, because we won't be healed.

00:07:12:21 - 00:07:42:03

Unknown

So if you're unsure whether these programs are worth the investment. Talk to me or talk to anyone on my team, or even talk to your graduates, they'll tell you, right? I'd also like to take a moment to to recognize the training team whose dedication to developing state employees makes all of this possible. On behalf of training and HR solutions, I offer our graduations and thank you for your dedication and personal development, which will make our great state even better.

00:07:42:05 - 00:07:56:07

Unknown

It is now my great pleasure and pleasure to introduce the Secretary of the Department of Human Resources. Secretary of. On board.

00:07:56:09 - 00:08:35:08

Unknown

Thank you. Welcome. Everybody's excited to be here, right? We're excited to have you. It's my honor to join all of you today as we come together to recognize a remarkable group of individuals who whose dedication has truly raised the bar of excellence. And before we begin, let me acknowledge the many people in the room who have supported these graduates on this journey.

00:08:35:10 - 00:08:56:07

Unknown

And that includes I'll do something a little bit different than what kid did. I'll have my fellow cabinet members stand up, please.

00:08:56:09 - 00:09:11:01

Unknown

If we have any agency supervisors and managers of the graduates, stand up.

00:09:11:03 - 00:09:25:00

Unknown

And we have any family and friends we have in here, stand up. I'm a family and friend. I'll be a family and friends.

00:09:25:02 - 00:10:01:02

Unknown

Your support has been instrumental in guiding our graduates to this moment. You heard all the hours spent. And of course, for as years spent in, gathering, getting these skills, knowledge and ability to really study and dedication, it takes a lot. And it takes a village, all of us, to support and help them. This is the beginning. And now to help them grow and develop throughout their career.

00:10:01:04 - 00:10:42:24

Unknown

We hope always with the state of Delaware. We need you here. Today we celebrate 51 employees who have completed one of the four professional development programs we have won from the Human Resources Certification Program, 39 from the Continuous Improvement Practitioners Program, five from the Front Line Leadership Program, and six from the Project and Process Leadership Program.

00:10:43:01 - 00:11:22:23

Unknown

And these graduates represent agencies across state government, including seven from the wonderful Department of Human Resources, which I'm personally am proud of. Not to worry, we will celebrate everyone today and begin to test your newfound skills, knowledge, and abilities to morrow. These four programs were created to provide employees with opportunities to strengthen their skills and grow as professionals graduates.

00:11:23:01 - 00:12:06:11

Unknown

Each of these programs equip you with valuable skills, whether it is to lead teams, streamline processes or manage projects, or support your workforce through HR. The knowledge you have gained will not only shape your own career, but also enhance how your agencies serve the people of Delaware. Don't forget, that's why we are here and why you are special takes a special person to serve the people of Delaware on a daily basis.

00:12:06:13 - 00:12:19:19

Unknown

Now the communication staff, please raise your hand. Everybody's on the communication staff or HR. Yeah, they always help me with my notes.

00:12:19:21 - 00:12:50:04

Unknown

And always take him and I rewrite and add a little bit. But in this little segment, they said, Secretary Gordon, you are to share a personal story about self-development or how your career path or training led to where you are today so quickly. I say I am here because I decided to take the journey.

00:12:50:06 - 00:13:03:00

Unknown

And often you have to walk by faith, not by sight, because you can't see now where this training will take you.

00:13:03:02 - 00:13:36:09

Unknown

So often. I learned over my career it doesn't necessarily make sense, but it's an opportunity. Take that step. Go on the journey. And how many times have you said, oh, that's why that happened? It could be years later, but everything you've learned will find its place in your life and your career and your journey. I do things now for my freshman year in college.

00:13:36:14 - 00:14:02:01

Unknown

That goes way back. My freshman year in college, I was an accounting major, now secretary of human resources. And, you know, at that point, I thought I was going to be ticking and thinking numbers for the rest of my life. But all these opportunities take you and keep you moving up to last two weeks. Two weeks ago, we were at a conference of Human Resources Leadership conference.

00:14:02:03 - 00:14:34:09

Unknown

I was learning stuff there, and it confirms. And when you go to these conferences, things you've been thinking, exploring during other governments are doing it too. But you always learn, always learn and always grow. So take the journey. Stay on that journey. That's my story. I'm finished. So I'd also like to extend extend my gratitude to the training and HR solutions team at Da.

00:14:34:12 - 00:14:44:24

Unknown

Please stand up. Look around because they're all over the room with the door. Yeah. Our team stand up.

00:14:45:01 - 00:15:23:05

Unknown

Their dedication and behind the scenes efforts are vital to the success of these programs, and I know they take pride in watching our graduates achieve their goals. And our partnered with Roman University. Omar is here today to support that. He'll be up soon, but we thank them also for their partnership. Again, congratulations on this incredible achievement. Today is a wonderful celebration of your hard work and encourage you to carry this momentum forward.

00:15:23:07 - 00:15:49:15

Unknown

And now I would like to introduce our keynote speaker. I have the honor to do that. And I will say Delaware is a small wonder, small place. I come from North Carolina huge and I moved to Delaware. Interesting. Very small. I found it out in good ways and bad ways. You say something. Oh, that's my mother. That's my sister, that's my mother.

00:15:49:17 - 00:16:19:22

Unknown

So you have to be careful. In this case, the number of degrees of separation continues to get smaller and smaller. And one of my other lives on that journey, I was deputy secretary. At that point, it was public safety. So that takes you back for some of you know, and I was deputy secretary to then the secretary, Brian Buswell.

00:16:19:24 - 00:16:58:05

Unknown

Well, that's for now. My colleague is the Secretary of Safety and Homeland Security. His name is Joshua and Bushra. And so at the beginning of the administration, we all came together and we were treated, and they said, well, I hate a minute. I know who that is. And he's doing operating in excellence with the department. I'm so excited to keep that connection going.

00:16:58:07 - 00:17:36:18

Unknown

Small Delaware, small wonder and doing great work for the Department of Security and Homeland Security, safety, security and Homeland Security. Close enough. Enough. He'll come up here and say, safety and homeland security, right? Okay. That's it. My colleague and friend working in excellence and here to share some words with you today is Josh Secretary Josh, welcome.

00:17:36:20 - 00:17:42:17

Unknown

Yes, sir.

00:17:42:19 - 00:18:15:02

Unknown

Thank you. Lieutenant governor stopping by. I know you got to leave. Thank you very much. Wow. Secretary Gordon, that was an amazing introduction. I, I always hate to follow her because you're, in fact, just want to speak, and you're so passionate. You really are. It's, It's. First of all, it's an honor for me to be here, and have the opportunity to spend some time with this afternoon and just share some of my thoughts and perspectives as it comes to some of the programs that you're graduating from.

00:18:15:04 - 00:18:38:02

Unknown

And as far as leadership is concerned in general. But I will point out a while ago, when my father, Brian Jay, was director of public safety, there was four agencies under public safety. Anybody want to guess how many are under the Department of Safety and Homeland Security today? Anybody?

00:18:38:04 - 00:19:00:03

Unknown

Close now? 14. 14. So when I see my dad, which is frequently he always brings that up, you know. Hey, I held your job. Hold on for agency, dude.

14. So, it's. I've been told to keep my my remarks on the 45 minutes, so I'm going to do that. I'm going to do that. I realize beautiful outside.

00:19:00:03 - 00:19:24:02

Unknown

And I'm standing in front of you. Get your certificates and moving on. So. So, we tenant governor again. I know she had to leave. Secretary Gordon, Secretary Moultrie, active secretary. It is. It's truly an honor to be here this afternoon to my other fellow agents, supervisors, colleagues, honored guests. It's a privilege. And to the graduates, most of all, to the graduates.

00:19:24:02 - 00:19:42:18

Unknown

I'm not sure most of them are over here or somewhere over here. But congratulations. You earned this moment. You've earned this moment. You should be proud of what you've accomplished. Jim Robinson, I know he's not here. Thank you. Thank you for your team and commitment to develop our state workforce. Secretary. Secretary Gordon. Thank you for your leadership.

00:19:42:23 - 00:20:10:11

Unknown

Thank you for your leadership and making employee development of priority. I also want to recognize Reggie Brown, Dawn Foreman, Larry and Tom Johnson for their leadership of these programs, along with the instructors and staff that invested their time and expertise to our graduates. Michelle Ward, thank you for coordinating the partnership between to university and the state. And thank you to the State governor, State Troopers Association, for allowing us to be here today.

00:20:10:15 - 00:20:39:19

Unknown

Today, we recognize as you lead to the 51 state employees who have completed the frontline leadership course, the Continuous Improvement Practitioner Course, the project of process leadership and human resource certification programs. I would take a moment privilege to sincerely congratulate Andrew Gaddy and Delaware State Police. One of your classmates and I know John Wheatley is not with us today, but I'd be remiss not to.

00:20:39:24 - 00:21:10:08

Unknown

A special thank you to them for for participating in this both graduate for the Continuous Improvement Practitioner program. Certainly proud of your accomplishments. Look forward to seeing how you apply, what you've learned. Moving forward. Although all of you represent different agencies and professions, we share one important responsibility. Serving the people of our great state and not only serving our great people, but serving the people of our state with excellence today is about recognizing how much better prepared you are to fill that responsibility.

00:21:10:10 - 00:21:40:01

Unknown

But before we talk about what comes next, let's talk about acknowledge what it took to get here. A certificate cannot capture the late nights demanding assignments, the schedules being rearranged, or the family time and sacrifice to complete these programs. Some of you may have attended this training. Even after working in overnight shift. Others committed years to meetings. Meetings requirements while continue to manage the demands of your jobs and your personal lives.

00:21:40:03 - 00:22:06:06

Unknown

That takes discipline, perseverance, and a genuine commitment to personal growth, public service, public servants, or accustomed to focusing on the next deadline. The next challenge. The next person who needs our help. We don't always stop to recognize our own accomplishments. So today, take a moment to appreciate what you're doing and remember the people who helped you get here.

00:22:06:08 - 00:22:31:05

Unknown

The supervisors who protected your training time, the colleagues who covered your responsibilities, and the families and friends who supported you along the way along the journey. This accomplishment belongs as much to them as it does to you. As Secretary of Safety and Homeland Security. Preparation is something that I think about every day. My years with the Delaware State Police taught me an important lesson.

00:22:31:07 - 00:23:03:07

Unknown

When a crisis occurs, there's rarely time to learn what to do. You must rely on the training, the judgment and relationships that you have built before that moment arrives. A team succeeds when its members understand their responsibilities, when they communicate clearly, and when they trust one another. Those same principles apply to every part of our state government. A supervisor must be prepared to have a difficult conversation.

00:23:03:09 - 00:23:34:09

Unknown

A project leader must anticipate challenges before implementing major change. An HR professional must provide accurate guidance while recognizing the impact the decision can have on someone's career with family. Training gives us the opportunity to ask questions, learn from others, practice decisions, decision making, and prepare for challenges before they actually happen. Ultimately, ultimately, investing in our employees is an investment in the quality of the service we provide.

00:23:34:12 - 00:24:03:03

Unknown

Delawareans. The average Delawareans may never know which certificate hangs on your wall, but they will notice the difference that your training makes. They will notice when an employee explains a complicated process. Clearly, when a request reaches the right office without unnecessary delays. And when someone takes ownership of a problem, it

follows through to a resolution. That's what excellent excellence in public service looks like.

00:24:03:05 - 00:24:37:24

Unknown

Let me briefly speak to each of the graduating groups to our frontline leadership graduates. Remember that your leadership affects the workplace every day. Your employees look to you for clear expectations, honest feedback, fairness, and opportunities to grow. Leadership is not simply about having a title. It's about how you treat people. It's about how you address challenges and whether you help others succeed and grow.

00:24:38:01 - 00:25:10:19

Unknown

Use what you have learned to have difficult conversations, make thoughtful decisions, and build teams where employees feel respected, supported, and accountable to our continuous Improvement Practitioner graduates. We have learned to look beyond symptoms and identify the root causes of problems. Sometimes the process is slow or frustrating. Not because employees aren't working hard, but because the process itself needs to change.

00:25:10:21 - 00:25:39:17

Unknown

Your job is to examine the workflow. Listen to the people who perform it every day. Identify unnecessary steps. We use evidence to determine whether a better approach works. Don't simply ask employees to work harder. Don't simply ask employees to work harder. Help them work smarter by fixing the problems that get in the way to our project process. Leadership graduates, remember that even the best idea can fail.

00:25:39:19 - 00:26:13:00

Unknown

If you don't bring people along with you, successful change requires communication, collaboration, and clear a clear understanding of why the change matters. Listen to employees, engage your partners and give stakeholders a meaningful role in developing solutions. People are far more likely to support a change when they understand its purpose and know their contributions matter. And to our human resources.

00:26:13:00 - 00:26:46:18

Unknown

Certificate. Certificate graduate, which I believe is one not mistaken. Your work supports employees through some of the most important moments in their professional lives. Your expertise must combine technical, technical knowledge, accuracy, fairness and empathy. The guidance to provide helps supervisors make sound decisions and ensures employees understand their rights, responsibilities and opportunities. That work is essential to building a professional, effective and trusted state workforce.

00:26:46:20 - 00:27:14:13

Unknown

Regardless of which program you may have completed, I encourage you to view today's graduation not as the finish line, but as a starting point. As Secretary Gordon alluded to earlier. Some participants have already earned promotion since being in this program. Others have completed requirements that positions them for future advancement. There are significant accomplishments and certainly deserved recognition, but you don't need a new title.

00:27:14:19 - 00:27:29:03

Unknown

With the training for work. You can apply what you learned here tomorrow morning. Right tomorrow morning. For those of you that going back to work tomorrow, it's not Friday or maybe Monday.

00:27:29:05 - 00:27:52:14

Unknown

But you can do that in a conversation with an employee, in a project meeting, or in the way that you approach a problem that has frustrated your office for years. Be intentional about your development. Identify the skills you need for the next stage of your career. Seek out mentors who will challenge you. Volunteer for assignments that push you beyond your comfort zone.

00:27:52:16 - 00:28:26:09

Unknown

Ask for constructive feedback and work with your supervisors to turn your goals into achievable actions. Don't wait for an opportunity to prepare you for leadership. Prepare yourself so you're ready when that opportunity arrives. I also encourage you to maintain the relationship you have built through this program. One of the greatest benefits of being a state employee is the opportunity to learn from other people who work at different agencies, who face different challenges.

00:28:26:11 - 00:28:55:14

Unknown

When you encounter a difficult problem, reach out to someone in your network. Ask how they approach a similar challenge. Share your experiences with others. Need help in public safety and homeland security? Collaboration is essential because challenges rarely respect organizational boundaries. The same is true across state government. Delawareans don't experience their needs in terms of agency structures or departmental responsibilities.

00:28:55:16 - 00:29:22:21

Unknown

They expect us to work together to solve problems. The relationships that you've developed can help us break down silos, share ideas, and ultimately deliver better results. As you leave here today. I ask each of you to do three things. One. First, put your training into practice. Identify one process, project, or workplace challenge where you can actually apply what you have learned.

00:29:22:23 - 00:30:03:05

Unknown

Take action. Measure the results and keep improving. Second, invest in someone else. Encourage a colleague to pursue professional development. Share your experience. Explain the commitment required and help them take that first step. The knowledge you gain becomes even more valuable when you pass it along to others. Third, take ownership of your future. Continue learning. Challenge yourself and look for opportunities to lead, regardless of your current position and to the supervisors executives.

00:30:03:07 - 00:30:36:08

Unknown

Agency leaders. Here today I have one additional request. Give these graduates the opportunity to lead. Give these graduates the opportunity to lead. Invite them to contribute to important projects. Ask them to examine processes that needs improvement. Listen to their ideas and put their new skills to work. Our employees have invested in themselves. We have a responsibility to create opportunities for that investment to benefit their agencies and the people that we serve.

00:30:36:10 - 00:31:06:04

Unknown

Graduates, today we celebrate your hard work, your perseverance, and your commitment to becoming better public servants. You leave this program with new knowledge, new relationships, and new tools. What matters most now is how you use them. The people of Delaware depend on us to be thoughtful leaders, responsible stores of public resources, and dedicated professionals who continue to look for ways to do our jobs better.

00:31:06:06 - 00:31:33:18

Unknown

You are now better equipped to meet those expectations. On behalf of the Delaware Department of Safety and Homeland Security, thank you for your dedication to public service and congratulations on the statewide certificate program. Class of 2026. Be proud of what you've accomplished. Thank the people who helped you get here. And tomorrow. Return to your agencies. Ready to what you have learned into action.

00:31:33:20 - 00:31:58:14

Unknown

Because when we invest in our people, strengthen our leadership and work together to improve how government operates. The people of Delaware are the ones who benefit from this. Congratulations and thank you all for your service.

00:31:58:16 - 00:32:30:17

Unknown

And panic mode because you know we have is perfect. They like to go through the process and I just he desires got this big. When I walk back here you come up I'm just two seconds. Believe it or not, I have not gone to these particular programs. But I know I appear and I operate like I have, but the only reason that happens is because my left brain and my right brain are here today.

00:32:30:19 - 00:32:45:04

Unknown

And I failed to to say that up front. So my deputy secretary is for the Department of Human Resources. Courtney. Hut! Stand up.

00:32:45:06 - 00:32:50:19

Unknown

And Lisa talking about you.

00:32:50:21 - 00:33:09:11

Unknown

And believe me, they know. And my directors who are here know that they are the ones that keep us hopping and and moving forward. So now I can go back to that normal size and take that. Holy.

00:33:09:13 - 00:33:35:16

Unknown

Thank you, Secretary Bushman. Appreciate your your motivation. And I appreciate the the words and the demonstrated support you have for your staff. I appreciate you. Thank you. So by now, everyone should know how much pride we take in our programs and how much we value our programs. But we're not the only ones. Recently, Wilmington University conducted an assessment of our programs.

00:33:35:18 - 00:33:48:23

Unknown

Our, our frontline leadership and our human resource certification program. And both of them are awarded college credits so our graduates can now pursue opportunities.

00:33:49:00 - 00:34:25:18

Unknown

Additional opportunities for advancing their education for the university. So, we are also in the works for city and people and, and and that as well. So without a do further ado, then it's my great pleasure to introduce LaVar Matthews. He's the Wilmington University senior director of external affairs and corporate relations, who will share a few words about the university's collaboration with.

00:34:25:20 - 00:34:56:10

Unknown

Good afternoon everyone. Well, I thought this was a room full of graduates. Let's try that again. Good afternoon everyone. There we go. To the distinguished guests, agency leaders, family and friends. Thank you for for championing this program as well as supporting the graduates until the graduates on behalf of Wilmington University. Congratulations. Today reflects your commitment to growing professionally and strengthening the communities you serve.

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Unknown

And to that, I want to say thank you.

00:35:01:16 - 00:35:31:19

Unknown

So who are we? Wilmington University is a private, nonprofit university serving more than 20,000 students with over 200 academic programs, and classes start every eight weeks. There's a lot of information here on the slide, but what those details really mean is we're here to make education flexible, accessible and achievable. Wherever you are in life and my personal, you know, you know, thought is we really take pride in meeting people where they are.

00:35:31:21 - 00:35:50:11

Unknown

It doesn't matter where you are in your journey, whether you're the first in your family to attend college, working full time and studying part time, we're still wondering whether college is for you. There is a place for you at Wilmington University.

00:35:50:13 - 00:36:26:11

Unknown

Our partnership with the state of Delaware puts that commitment into practice. The training you've completed today may already count towards a Wilmington University undergraduate degree. For example, the front line leadership certificate can provide up to six credits, representing an estimated tuition savings of \$2,634. The Human Resources certificate can provide up to nine credits, representing an estimated tuition savings of \$3,951.

00:36:26:13 - 00:36:41:08

Unknown

Now don't worry the People City graduates we are currently working with now and the team to ensure that we are going that credit. So you can also transfer that into the.

00:36:41:10 - 00:36:49:08

Unknown

You. You're invested into your professional growth, and that investment can also move you closer to a degree.

00:36:49:10 - 00:37:11:06

Unknown

At Wilmington University. We value the diversity of our students, recognize their prior learning. And with 93% of our undergraduate students utilizing online learning options. We understand the education needs to fit alongside work, family, and everything else life asks of you. Public service.

00:37:11:08 - 00:37:31:04

Unknown

So as you celebrate today, know that Wilmington University is here to support the next chapter of your life long lifelong learning journey. Thank you for the work you do for Delaware. And congratulations on this achievement. Thank you.

00:37:31:06 - 00:38:01:11

Unknown

On behalf of the participants in the Training and Solutions team. Thank you. Thank you for the support and the continued partnership that enables state employees with those additional training opportunities. That's awesome. I now want to welcome Reginald Brown to the podium. Reggie is the program administrator for the Frontline Leadership Program.

00:38:01:13 - 00:38:30:23

Unknown

Thank you for the introduction. And good afternoon to everyone here today also. And as you mentioned, my name is Reginald Brown. Reggie Brown and the leadership program administrator. And while it's an honor to represent this group in this program, with currently over 104 active participants, it's more exciting to see this celebration today of five outstanding graduates who have completed the three year journey along the way.

00:38:31:00 - 00:39:11:04

Unknown

And for those who may not be familiar with the program, let me just share a quick overview to get a full appreciation for the hard work and dedication that this group and others in the past, taught them to this graduation moment for the Frontline Leadership Program. It's designed for current and aspiring first level supervisors who want to strengthen their leadership skills throughout their career that, over the course of three years, dive deep into real challenges of leading teams from communication, decision making to imagine conflict and employee performance.

00:39:11:06 - 00:39:41:19

Unknown

Before entering the program, there is asked to participate and complete a Leadership Essentials curriculum. It's a bit daunting, and it has about 12 hours of online training covering 44 foundational classes, and this gives them the basic leadership skills and tools they will need to succeed in the program and in their future. The program has an open enrollment for all new participants in June of every year, so that number of 104 increases every year.

00:39:41:21 - 00:40:12:02

Unknown

And once accepted in the program, they begin the journey through 15 instructor led classes and online classes, each designed around six core leadership skill sets. And those skills are building and leading teams. Coaching employees communicate with impact development and leadership, mindset, drive and performance, and creating a positive workplace environment for each of these 15 classes. That does not stop him.

00:40:12:02 - 00:40:37:07

Unknown

At that point, they must complete the knowledge check in two short essays for each of the classes, as the essays are as follows. So the essays are in two forms ones in application phase, where they demonstrate and document how they will or have applied those skills. Then the coaching

session is really unique. They meet with their supervisor or their mentor.

00:40:37:12 - 00:41:04:11

Unknown

They talk about the materials that lead to the course, and they have to document how that reflects on their future. And we think that's probably enough, but then they must complete. One of my favorite parts of the program is a three step part in the program at the end for the final program requirements, and entails three sections a case study, a final report.

00:41:04:13 - 00:41:26:20

Unknown

And the ultimate for me is the two day symposium for the case study. They must show how they will apply those skills in real life scenarios that are given to them. Once they complete that, then it has to do a final report which documents the program that how it's impacted their career, and they have to articulate that again.

00:41:26:21 - 00:42:03:14

Unknown

My favorite is a two day symposium, which is part of that final program requirement. It allows me and their peers to see how they demonstrate the presentation skills and their ability to facilitate a group to move into a different direction. But today's celebration marks the completion of that whole journey for them. These graduates have strengthened their ability to lead teams, coaching employees, and drive and performance in a position themselves to make a positive impact not only on the organization, but also on the state of Delaware.

00:42:03:16 - 00:42:35:02

Unknown

Now, I would like to introduce one of our 2026 leadership graduates to share his thoughts around the program. He currently serves as a District Administrator with the Department of Labor Divisional Vocational Rehabilitation, a position he has held for over ten years. He started with the Frontline Leadership Program in the latter part of 2021 has been driven. He's been driven since then to complete it.

00:42:35:04 - 00:43:14:20

Unknown

Outside of work, he enjoys working out, playing video games with his family and participating in fun gatherings with friends. He also loves watching his sons wrestle in school tournament. Please join me in giving a warm welcome to Mr. Mike. Billy and Betsy Tucker will be the ASL interpreter.

00:43:14:22 - 00:43:38:03

Unknown

Hi everyone. Good afternoon people. My name is Mike papillae. That introduction pretty much covered who I am. I was involved in the front line leadership program, and I'd like to congratulate everyone in the room. I know it's been a long journey with so much going on.

00:43:38:05 - 00:44:01:01

Unknown

The time I started Frontline leadership, they gave me the course list. There was so many classes to take. I was sweating bullets, but thank God they gave me the grace of the three year time span to complete it all.

00:44:01:03 - 00:44:14:12

Unknown

I understand that the supervisors. As supervisors, we are very busy. We have so much going on. We're pulled in 20 different directions all the time. Upstairs. Downstairs. Everything.

00:44:14:14 - 00:44:19:16

Unknown

But we managed to do it anyway.

00:44:19:18 - 00:44:45:20

Unknown

Occasionally we might drop the ball. It happens. Don't beat yourself up over it. As long as you continue doing things well. Finishing what we set out to finish. We made it. You two, I made it. You made it. We did this.

00:44:45:22 - 00:45:12:01

Unknown

I talked about my experience with frontline and as a supervisor, I've been a supervisor in many different jobs and different roles in my life. This this particular one. Wow. Very different. Different level of supervision. All of us have supervisory experience. You jump in different roles, but supervisor has a different meaning for each of us. And different expectations.

00:45:12:03 - 00:45:37:13

Unknown

Frontline gave me some insights. It gave me about how I can make adjustments to promote growth. Nobody's perfect. Obviously, I wish I were, but I accept that change has to happen.

00:45:37:15 - 00:45:48:19

Unknown

I wanted to share with you my understanding as a supervisors, we can be in unique position sometimes.

00:45:48:21 - 00:46:00:06

Unknown

Sometimes people think of supervisors as glorified babysitters and we are not. HR is here. Your supervisors are here.

00:46:00:08 - 00:46:24:17

Unknown

We have everything we need here. Remind yourselves. You. You might not always be acknowledged, but you are always making a difference. And you can see it through your team, through yourselves.

00:46:24:19 - 00:46:32:06

Unknown

My ideal supervisor is not a person full of power, not a superhero.

00:46:32:08 - 00:47:01:15

Unknown

They're not the top of the food chain. Supervisors are more of a side by side role working with your team, guiding your team, and best of all, respecting and trusting and well. Respect and trust are earned, not given. Am I right?

00:47:01:17 - 00:47:08:10

Unknown

My father is a mechanic Union 74.

00:47:08:12 - 00:47:18:09

Unknown

His truck had a bumper sticker on the back, and every time I visit him, I see that sticker.

00:47:18:11 - 00:47:50:11

Unknown

Leaders do not lead people. People lead the leaders. Years and years of reading that. And now I understand more what that that quote means. We are up at the supervisory level. The frontline staff are interacting with the public. They there the blood, sweat and tears of the agency and how we engage with them side by side.

00:47:50:13 - 00:48:05:04

Unknown

They will lead us to do better, to lead the team, better to lead the agency better. Wherever you're coming from, that's how we move forward.

00:48:05:06 - 00:48:50:12

Unknown

Really. The bottom line. Front line and the CIP program. The HR certification. Absolutely. Definitely worth the time. Worth the experience, the investment and the effort. It takes a while. It's long. My God, is it long? But it's worth it at the end of the day. And I appreciate looking back every minute. Thank you for your time.

00:48:50:14 - 00:49:21:03

Unknown

All right. Thank you, Mike, and best for being spokespeople to represent the 2026 my leadership graduates today. Now we're all the 2026 Frontline leadership graduates. Please take your places and prepare to graduate by starting in this section here. Thank you.

00:49:21:05 - 00:49:44:21

Unknown

I'd also like to ask Secretary Gordon and Kit Carson. Please come forward to join in the photos of our graduates on this side. I would also like to ask Dawn warming, please come forward to introduce the 2026 Frontline Leadership graduates.

00:49:44:23 - 00:50:26:20

Unknown

Thank you. All right, we're ready. Good afternoon everyone. Thank you for coming. I look, we're so official. Our audience, Erica Bradley, Court of common pleas.

00:50:26:22 - 00:50:43:16

Unknown

Aaron Brown, Department of correction. There's a lot going on in corrections today that we would like to congratulate. And I don't know if I can talk this next graduate because this speech was so great.

00:50:43:22 - 00:51:22:13

Unknown

But Michael Cappelli from the Department of Labor.

00:51:22:15 - 00:51:28:10

Unknown

Hold on.

00:51:28:12 - 00:52:00:14

Unknown

Jennifer.

00:52:00:16 - 00:52:39:13

Unknown

And Joseph Sullivan, Department of State, let's give the 2026 frontline leadership graduates.

00:52:39:15 - 00:53:09:19

Unknown

Reggie Brown outstanding. Reggie. All right. So again, my name is John Moorman, and I'm the program administrator from the Continuous Improvement Practitioner program, graduate from class of eight, which was back in 2024. So welcome today. So I wanted to start and just give you guys I'm going rogue. My program. I can go rogue, right? So our program is all online.

00:53:09:21 - 00:53:28:09

Unknown

So today I saw graduates saying, oh my gosh, my team is here because they actually get to meet each other face to face today, which is so awesome to see because they do spend a lot of time. And I said, oh, your team's not coming. They said, I know they already messaged me. So it's so awesome to see that and this all grow.

00:53:28:09 - 00:53:55:11

Unknown

And I'll just tell you, we now have in-person orientation for day one. So this has grown in person. All right. I'll get back on track because I'm between you and leaving. So it is my great privilege and honor to congratulate our 39 graduates for the class of 20 2020.

00:53:55:13 - 00:54:19:12

Unknown

So with your achievement, they're actually joining the 194 graduates of skilled practitioners across the state of Delaware. And that's a small number when you look at the total of of people that work for the state. But I'm going to tell you right now, this cohort we have right now is fire. And a lot of you guys in this room are managing them and they are fire.

00:54:19:12 - 00:54:48:16

Unknown

So this program is exploding, right then then all right, back to my track. You keep me on track to thank you. All right. CIP is a joint initiative with the Government Efficiency Accountability Review here. Damodaran, my good friend over there, the Department of Human Resources, Secretary Gordon, and of course, my team, the Division of Training and HR solutions.

00:54:48:18 - 00:55:23:14

Unknown

So it was intentionally designed to build internal capacity across state government, equipping employees with the skills, mindset and confidence to lead and support systematic, sustainable improvement efforts. Man, I could not nail that before. That's a lot of essence. I think I got that from Larry. I might change that, Larry. So to achieve this distinction, each graduate completes more than 135 hours of training across 32 sessions in four months.

00:55:23:15 - 00:55:53:20

Unknown

It's like going back to college, is it not? It is because I hear it from them like, oh my goodness. So even Mike, Mike, if you go through it, it doesn't get any different. All right. So their learning journey actually covered four central areas of continuous improvement. They started their journey with project management foundations. Here they explored the core concepts, terminology and processes required for effective project management.

00:55:53:22 - 00:56:22:00

Unknown

Next they moved on to Lean process improvement, where they covered the principles of lean thinking and how it can be applied within state government. They also learned about the tools and techniques that supports continuous improvement. Next, they moved on to people centric leadership. They learned the importance of employee well-being, trust, empathy, empowerment, and leading with clear purpose. They final.

00:56:22:03 - 00:56:44:05

Unknown

The final journey was change management, and this is where our participants gained the knowledge and tools needed to guide the people side of change. This section brought it all home for the teams by providing them the guidance on how to integrate change management with project management and lean process improvement.

00:56:44:07 - 00:57:07:04

Unknown

What makes this program unique is that the learning isn't just theoretical. Each team selects a project to work on throughout their training. They apply the new tools and concepts along the way. The project serves as foundation for the program and their development. The goal is not to solve a problem during their training, but to practice using the tools and confidence.

00:57:07:06 - 00:57:27:07

Unknown

Each team completed a presentation on their progress throughout their journey leading up to their final presentation, which includes all four parts of the courses. One of the most rewarding parts for me is watching where they start with their project. You get to learn about them, learn about their project and see them go through the journey and where they end up.

00:57:27:08 - 00:57:48:08

Unknown

And it's truly just an amazing thing, and I'm glad that we get to do that. So graduates, your journey has not ended there. You are expected to continue to apply and use what you've learned to improve the efficiency and effectiveness of your division. So I, again with our secretary, from putting myself at the table with you. All right.

00:57:48:08 - 00:58:16:14

Unknown

Now, I challenge your managers and supervisors to have these city graduates step in, fix problems, find problems, and make change. They're the people they're speaking for, the people there with the people. Get them in there and get them involved. That's what I ask tomorrow. Not today. All right. They also get to be become a part of a diverse, supportive network of practitioners across the state to collaborate as the year field team.

00:58:16:16 - 00:58:36:09

Unknown

And I'd like to say thank you. We have a video out there that is also fire. And we have Ramona here. We have Leslie here with anybody else here from the video. They spoke from their heart about how this program has developed them and all the things I know. Amber. You did it for your years up there to the HRC program.

00:58:36:09 - 00:58:57:21

Unknown

So if you get a chance to check it out, it's fire. All right. I'm also incredibly proud of our graduates. Their commitment and dedication and hard work have brought them to this moment. And I would be remiss if I did not think Maya Ratan, for all she does behind the scenes, she keeps me straight, she keeps me grounded, and she makes sure you guys have everything you need in the team's channel.

00:58:57:22 - 00:59:04:08

Unknown

So thank you, Maya.

00:59:04:10 - 00:59:29:24

Unknown

And at this time, I am pleased to introduce Taylor King from cohort number 11. Taylor serves as the assistant director of the statewide support services of maintenance and Operation. He has been with the Delaware Department of Transportation for 12 years during his career at Delta. He has held a variety of roles in the Division of Maintenance and Operations focused on supporting those.

00:59:30:01 - 00:59:59:05

Unknown

Execute the division's mission and you guys will like this. He keeps the roads open. They're not open, Taylor. They're going to know who to call. Taylor is also a graduate of the State of Delaware Supervisory Development Certificate Program, which is the predecessor of the Frontline Leadership Program. He's a strong interest in leadership, employee development, and finding practical ways to improve processes and how work gets done.

00:59:59:07 - 01:00:32:17

Unknown

He believes that meaningful, important, or meaningful improvements come from empowering people, challenging the status quo, and turning good ideas into lasting change. Taylor has been married to his amazing writer for 14 years. He enjoys spending time exploring the outdoors with their poor children. Please join me in welcoming Taylor King from class number 11.

01:00:32:19 - 01:00:37:03

Unknown

That introduction was way too long.

01:00:37:05 - 01:01:02:07

Unknown

You were supposed to edit it. Good afternoon everyone. First, I want to thank the team that made the program possible and to congratulate everyone being recognized here today. As John mentioned, the program focused on four areas project management and process improvement, people centric leadership, and change management. It was an intensive month's loan program that we will not forget.

01:01:02:09 - 01:01:24:09

Unknown

And for those who don't know me, I'm an engineer. Just look at me. Flat ties, square plain glasses. Awkward. Not really. Okay. I like structure. I like numbers. Give me a problem. Some data in the spreadsheet, and I'm good to go. And I think that's why project management process improvement made sense to me. You define the problem.

01:01:24:10 - 01:01:51:06

Unknown

Establish the goal, develop a plan, measure the result, and repeat. I liked it. That's how we're trained to think. If I design a steel beam, I can calculate how much weight it can carry across the span. And I'm going to know exactly how far it can be that every single time the number is exactly the same. Right. But then, then we got to people centric leadership and change management.

01:01:51:08 - 01:02:12:12

Unknown

They introduced people. And people are a little more complicated. Right. I can tell two people the exact same message and get two totally different answers. One person could say, that's amazing. When do we start? And the other person says, no way. Not doing it right. And there's no engineering table for that. I can't go in the back of a book and look that up.

01:02:12:14 - 01:02:39:16

Unknown

And that's probably why change management stretch stress, stretch me more than anything else on this program. One of the concepts that stuck with me the most was that organizations don't change. Individuals do. When we talk about changing organizations all the time. We implementing technology processes, policies, and programs. But an organization doesn't just wake up one day and decide to be different.

01:02:39:18 - 01:03:06:09

Unknown

It's people do, and people experience change differently. One person may understand any immediately and another may not. 1st May be excited and other worried. Someone else may support the change, but not you have the knowledge or ability to make it. Good change management recognizes that and it requires us to listen, to communicate, explain why, and give people the tools they need to succeed.

01:03:06:11 - 01:03:25:06

Unknown

And it requires leadership support. I think it's especially important now that we've left the classroom. We learn how to manage projects, improve processes, and lead change. But applying those skills while doing our regular jobs is a whole nother thing, right? The phone rings, emails pile up, meetings fill a calendar.

01:03:25:08 - 01:03:48:21

Unknown

And something urgent always needs our attention. Suddenly, that great improvement becomes something we'll do when we have time. I'm sure my fellow graduates have faced and will face the same challenge. So my challenge to us is let's stay organized. Let's deliberately make time for this work and lean on each other. We have colleagues all across state government who understand the tools that we have.

01:03:48:22 - 01:04:16:11

Unknown

Let's ask them for help. Let's share ideas and let's talk about what works. Didn't until leaders here today I would offer this challenge. Keep sending your people to programs like this because you're not just sending them to training. You're giving them the tools to look at your organization differently, to recognize and inefficient process and improve it, to take a complicated problem and turn it into a manageable project.

01:04:16:13 - 01:04:46:04

Unknown

And to understand that even the best solution can fail if we don't bring our people along with us when they come back. Give them opportunities. Give them a difficult process to improve. Ask them to help lead a change and give them the support and space to do it. For me, the program reinforced something already knew I like solving problems, but it also taught me that some of our most important problems don't involve steel, concrete, or numbers.

01:04:46:06 - 01:05:12:07

Unknown

They involve people. I may never be able to calculate exactly how someone's going to react to change. And as an engineer, I'm learning to be okay with that. But I can work to understand them, I can support them, and I can become better at leading them through the change. If this program can do that for an engineer and a flat time square glasses, imagine what it can do to the next group of state employees that you call to rise to the challenge.

01:05:12:12 - 01:05:22:04

Unknown

Thank you.

01:05:22:06 - 01:05:52:23

Unknown

I found a new instructor for our family about you guys, but I think you would do a good job, so outstanding job. Taylor. Thank you for sharing your experience and for being an outstanding representative for our CIP team. Now, will the 2026 SIP graduates please take your place and prepare to graduate? I'd like you to also ask Secretary Gordon Kit Carson Mirror to please come forward and join us for photos.

01:05:53:00 - 01:06:15:00

Unknown

Any of the other secretaries when your team is called up, please hop up with us. And Larry. Would you do me the honor of announcing our graduates?

01:06:15:02 - 01:06:34:24

Unknown

As Kidd mentioned earlier, we do have several people who, because of job obligations or prior commitments, were not able to be here today. So we do have several of them in our our CFP program. But if we can still get them around of applause when we go through their names as well. So all right, I think we are ready to start.

01:06:35:01 - 01:06:48:21

Unknown

Our first graduate is Pearl Bates from the Department of Labor. Pearl is one of the people that were not able to be here today. But we have a round of. Okay.

01:06:48:23 - 01:06:59:02

Unknown

We also have Chandler Brown, also from the Department of Labor. Also not able to be here today.

01:06:59:04 - 01:07:08:23

Unknown

Kristy doesn't go from the Department of Services, children, youth and their family also not able to be here today.

01:07:09:00 - 01:07:21:11

Unknown

And Dakota Dixon Richardson from the Department of Health and Social Services also not able to be here today.

01:07:21:13 - 01:07:49:19

Unknown

Then we have Michael Agate from the Department of Natural Resources and Environmental Control, who is here today with me around.

01:07:49:21 - 01:08:17:22

Unknown

All right. Our next graduate is Rachel Farrell from the Department of Health and Social Services.

01:08:17:24 - 01:08:53:08

Unknown

Our next graduate is Jacqueline Fetzner from the Department of Human Resources.

01:08:53:10 - 01:09:26:08

Unknown

Our next graduate, Charlene Pierson, from the office of lieutenant governor.

01:09:26:10 - 01:10:06:17

Unknown

Next, we have injured Dottie from the Department of Safety and Homeland Security.

01:10:06:19 - 01:10:19:01

Unknown

Our next graduate is Cami Giglio from the Department of Health and Social Services. Cami was not able to be here today.

01:10:19:03 - 01:10:48:11

Unknown

Chantelle Helmick from the Department of Technology and Information.

01:10:48:13 - 01:11:22:14

Unknown

Our next graduate is Megan Hendrick from the Department of Services for children, youth and their families.

01:11:22:16 - 01:11:33:04

Unknown

Our next graduate, Sarah Hopkins from the Department of Human Resources. There was also not able to do.

01:11:33:06 - 01:12:03:15

Unknown

Next, we have Melanie Hinky from the Department of Natural Resources and Environmental Control.

01:12:03:17 - 01:12:33:23

Unknown

Our next graduate is from the Department of Health and Social Services.

01:12:34:00 - 01:13:08:20

Unknown

Our next graduate is Shonda Jackson from the Department of Health and Social Services.

01:13:08:22 - 01:13:21:22

Unknown

Our next graduate, Heather Johnson from the Department of Human Resources. I hear she is working on budget books right now, so she she is not able to be as.

01:13:21:24 - 01:13:53:05

Unknown

Her next graduate. Is Taylor King from the Department of Transportation.

01:13:53:07 - 01:14:04:16

Unknown

The next graduate is Lewis Sterling from Superior Court of Delaware. Tamika is also not able to do it.

01:14:04:18 - 01:14:34:06

Unknown

Melina Lounsbury from the Department of Natural Resources and Environmental Control.

01:14:34:08 - 01:14:45:18

Unknown

Our next graduate is Jamie Mack from the Department of Agriculture, and Jamie is not able to be here today either.

01:14:45:20 - 01:14:55:20

Unknown

Crystal Marion from the Department of Health and Social Services also not able to be here today.

01:14:55:22 - 01:15:03:12

Unknown

Victoria may from the Department of Labor. Also not able to be here today.

01:15:03:14 - 01:15:44:20

Unknown

And then we have more from the Department of Natural Resources and Environmental Control. Also not able to be here today, but we do have William Morris from the administrative officer of the course who is here today.

01:15:44:22 - 01:16:20:19

Unknown

Our next graduate is Joseph Olivera from the Department of Labor.

01:16:20:21 - 01:16:57:05

Unknown

Our next graduate is Rachel Pinches from the Department of Services for children, youth and their families.

01:16:57:07 - 01:17:08:01

Unknown

Our next graduate is Samara Pflieger from the Department of Correction. Not able to be here today.

01:17:08:03 - 01:17:44:03

Unknown

We have Jasmine Pritchett from the Department of Correction also. He is a.

01:17:44:05 - 01:18:22:11

Unknown

Our next graduate is Kelsey Schoenberg from the For children, Youth and Families.

01:18:22:13 - 01:18:52:21

Unknown

Our next graduate, Colleen Slater from the Department of Natural Resources and Environmental Control.

01:18:52:23 - 01:19:22:19

Unknown

Our next graduate is Carissa Stevens from the Department of Human Resources.

01:19:22:21 - 01:19:34:00

Unknown

Our next graduate, Lauren Sullivan from the Department of Correction, which Lauren was not able to be here today.

01:19:34:02 - 01:19:44:10

Unknown

With John Wheatley and Security also unable to be here today.

01:19:44:12 - 01:20:23:00

Unknown

We have Wayne Wilson from the Department of Correction.

01:20:23:02 - 01:20:34:18

Unknown

Our next graduate is Keisha Winchester from the Department of Correction. Also unable to be here today.

01:20:34:20 - 01:20:47:02

Unknown

And Christine Wolfram from the Department of Correction also unable to be here today. We did say there was something going on in.

01:20:47:04 - 01:20:59:00

Unknown

And then we have Colleen from the Department of Service to Children, youth and Family also unable to be here today.

01:20:59:02 - 01:21:29:09

Unknown

And then our final graduate is Douglas Miller from the Department of Human Resources.

01:21:29:11 - 01:21:40:02

Unknown

All right. Congratulations. And thank you again to all of our graduates in.

01:21:40:04 - 01:22:03:07

Unknown

All right. Moving on to our next program. So again. Hello, everyone. My name is Larry, and it's now my honor to introduce this year's graduating class of our Project and Process Leadership Program, also known as. This program builds on the foundation of the tools and techniques that were covered in the Continuous Improvement Practitioner program. By focusing more on the people's side of leading improvement efforts.

01:22:03:09 - 01:22:40:09

Unknown

The skills gained in this program, like leading teams, aligning operations to strategy, managing change, and engaging leadership, are not just about improving processes, they are about building a culture of collaboration and innovation that will help our organizations achieve their goals and better serve the people of Delaware. The program is centered on three key areas. The first area is continuous improvement leadership building leadership skills such as communication, motivation, conflict resolution, and decision making.

01:22:40:11 - 01:23:19:17

Unknown

The second area is facilitation skills learning how to lead productive meetings, deliver effective presentations, and engage stakeholders. And the third area is thinking developing the ability to connect project goals with organizational priorities. Anticipate challenges and opportunities for innovation. Learning takes place through a mix of online courses, instructor led training, interactive workshops, case studies, and group exercises. Participants also benefit from peer to peer collaboration and real world application of the skills they've learned.

01:23:19:19 - 01:23:47:19

Unknown

The program culminates with a final form where participants reflect on their learning, share their experiences, and discuss how they're applying these skills back in their agencies. Today's graduates have completed a rigorous journey, and in doing so, they strengthened their ability to lead, inspire and deliver results. They are now better prepared to champion continuous improvement efforts and to help their teams and their agencies thrive.

01:23:47:21 - 01:24:09:09

Unknown

And it's now my pleasure to introduce one of those graduates. To come up here and share her thoughts on the value and impact of the program from her perspective. Ramona is a strategic Information Systems Project Manager for the office of the State Treasurer, where she is currently spearheading several statewide modernization efforts in her lengthy career with the state.

01:24:09:13 - 01:24:35:06

Unknown

Ramona has experienced in several different roles. She's worked in administration, accounting, training, and organizational change management, and she has excelled in all of them. In the several years that I've known Verona. I've always been so amazed by her enthusiasm, her optimism, and her passion for making processes better and delivering results. She's just someone that energizes the people around her.

01:24:35:08 - 01:24:54:09

Unknown

She's also someone who's known for her compassion, caring, and service to others outside of work. She's active in and community service, such as volunteering with local food and outreach programs, and the one where we learned a lot about in SIP, which was fostering dogs for Aids. We've met a few of them on our on our teams call on our zoom calls.

01:24:54:09 - 01:25:09:22

Unknown

So, she's just a great person to be around. So without being said, I'd like to turn the floor over to Ramona to share her comments.

01:25:09:24 - 01:25:12:23

Unknown

I'm a hunger.

01:25:13:00 - 01:25:37:16

Unknown

And it can be offensive. And I realize that I will tell you one story about SIP that we always laugh about is there is somebody in sip that is not a hugger. And I, I met her in a store one day and I went in for the hug and she prunes, and I was already committed, so I went for it.

01:25:37:18 - 01:26:02:14

Unknown

That was one thing about me. When I'm committed, I'm going for it. And I'm committed to this program. I push everybody I know to go through this program. So that was a side note, not even speech. So when I start rambling, just roll back. Okay. So good afternoon everyone. Good afternoon. State officials. Cabinet secretaries. I want to say thank you to you all.

01:26:02:16 - 01:26:35:22

Unknown

Thank you for championing championing this initiative. Thank you for supporting the employees who dedicate their time, energy and brain cells to this program. Your backing makes all the difference to my fellow classmates. Thank you for showing up, pushing through, for helping each other. And for being a part of this journey. Every one of you have made this experience richer and the most fun it could be.

01:26:35:24 - 01:26:46:23

Unknown

Learning something new can be hard, but doing it with a group of people that I did it with. It was one of the best work experiences.

01:26:47:00 - 01:27:19:23

Unknown

It is awesome to stand here today as a proud survivor and graduate of the second cohort of Continuous Improvement, and then onward into the project and process management leadership. And now moving on to X. Honestly, my journey through this program has been a game changer. The skills and insights I picked up here directly paved the way for me to move into the position I hold today.

01:27:20:00 - 01:27:51:16

Unknown

And yes, I know I always tease Dan Madrid about me going to Austin and him leaving shortly thereafter. Well, do I smell like, do I smell or something? But Dan, it turned out to be the best move for me. And I appreciate you for seeing something in me bigger than I saw him and pushing me forward. So I forgive you.

01:27:51:18 - 01:28:20:15

Unknown

And he left me in great hands. They thought they were going to come here and troll me. My my boss, my drag Mark Miller and the Deputy State Treasurer, Brendan Fountain, have also been very supportive as I pushed through the different things that I learned throughout this experience.

When they see me hang up for a project called and start kicking balloons in the office, I blew up balloons and that's my stress, and I just kicked them against the wall with the mouse.

01:28:20:17 - 01:28:34:09

Unknown

They just look in and say, yeah, she's right. So I appreciate you and I appreciate you all being here with me today. Even though you both saw me in the office today and said no mention about it.

01:28:34:10 - 01:29:00:23

Unknown

I, I owe you. So if you're wondering whether this training actually works out in the real world, I'm living proof that it does. I spent CIP on the team with Dan Madrid, and he saw my potential. And here I am today, and he continues to keep pushing me to the next step. But let me be real with you.

01:29:01:00 - 01:29:27:22

Unknown

The classes can be tough. They stretch your thinking. They challenge your assumptions. They push you out of your comfort zones. On days when all you want is a comfort chair and a quiet box. There were weeks when my brain felt like it ran a marathon without my permission. And I can run a good 510. But here's the thing.

01:29:27:24 - 01:30:07:19

Unknown

The challenge is what makes it worth it. Every tough module, every group activity, every moment where you're thinking, why is my process not suddenly 45 boxes long? These are the moments when you grow, when you start to see the underlying structure of how things actually work. When you begin to understand the why, not just the what. Learning to create that elevator pitch can be intimidating, but in the end proves to be rewarding when put into practice and you see the fruits of your work.

01:30:07:21 - 01:30:36:13

Unknown

These classes aren't just about learning tools. They are about reshaping your mindset. And that payoff lists longer than the struggle to get there. To get the most out of this program. You have to do two things I feel first. Stay the course and take as many classes as you can handle. Even the ones that sound intimidating. Do it to level up your knowledge.

01:30:36:15 - 01:31:04:04

Unknown

Do it to make your agency shine. You will always be the direct reflection of your agency. And second, this is the hard part and I have learned this. You have to enter with a completely open mind. That means letting go of the seven most dangerous words in government. This is how we've always done. You can fight. This is how we've always done it.

01:31:04:05 - 01:31:37:12

Unknown

Okay. You have to open your mind and be willing to step away from what you're used to. It's comfortable, it's familiar. It's the worn out blanket we keep driving around. But continuous improvement needs training that old blanket for something far better. A smarter, cleaner, more efficient way forward. Every chapter of this program taught me something new, but only because I was willing to unlearn a few things first.

01:31:37:14 - 01:32:06:24

Unknown

And please don't skip skip the breakaway meetings like the streamlining. I know streamlining sounds like it's code for this will be annoying, and sometimes it can be. But those sessions help you grow in ways you wouldn't expect. We are a group of people working together to make our jobs in state government easier and more impactful. If there's one massive takeaway I want to leave you with, it's this.

01:32:07:01 - 01:32:37:20

Unknown

Never be afraid to ask for help. There's not one single person in this room or in this entire government who knows everything. If someone says they do, run quickly the other way. We all have strengths. We all have weaknesses. That's what makes this community powerful. Lean on each other. If you excel at something. Share it. If you struggle at something, then ask.

01:32:37:22 - 01:32:45:17

Unknown

Odds are someone sitting right next to you as a rock star at exactly the thing that is giving you a headache.

01:32:45:19 - 01:33:02:15

Unknown

I generally love my time in these sessions. Meeting new people, hugging, networking, learning, and just being part of something bigger than myself. We are the vessels pushing our state forward every single day.

01:33:02:17 - 01:33:30:11

Unknown

To my classmates. Stay steadfast in your learning. Reach out if you need anything. And I promise you this if you come to me with a question and I don't know the answer, I will proudly say I don't know. Followed immediately by. But let's go find a person who does. Let's keep working together to move this date forward when we combine our efforts efforts.

01:33:30:16 - 01:33:55:00

Unknown

We don't just get things done. We accomplish great things because when we all work together, we all win. So thank you. Enjoy the celebration and congratulations.

01:33:55:02 - 01:34:19:19

Unknown

Thank you so much for sharing those thoughts and just being an excellent representative for the your fellow graduates in the project and

leadership program. So now, will the 2026 Project and Process Leadership graduates please take your place and prepare to graduate? Yes. I can ask Secretary Gordon and come up and join in the photos area. And Tom Johnson, can I ask you please come and share the graduates?

01:34:19:21 - 01:34:54:10

Unknown

Alright. Thank you sir. Outstanding. Outstanding. Hi everybody. How's it going? This is pretty. Pretty nice, isn't it? Outstanding. Okay. Will those wonderful people from the project, process and leadership graduates prepare? Do we have a wonderful Miss Ramona Gracie from the office of the Secretary of State treasurer.

01:34:54:12 - 01:35:00:02

Unknown

Great job. Thank you.

01:35:00:04 - 01:35:28:16

Unknown

She's a hugger.

01:35:28:18 - 01:36:02:05

Unknown

Outstanding. Our next wonderful graduate, Miss Terry Edge from the Department of Services for children, youth and their families.

01:36:02:07 - 01:36:08:08

Unknown

Outstanding.

01:36:08:10 - 01:36:44:00

Unknown

Next we have Jose Hernandez from the Department of Corrections.

01:36:44:02 - 01:37:15:08

Unknown

Next, we have Rebecca McKenzie from the Department of Health and Social Services.

01:37:15:10 - 01:37:33:07

Unknown

Next, we have Anita McGehee from the Department of Technology and Information.

01:37:33:09 - 01:37:40:20

Unknown

We have huggers over there. Nobody wants to be a hug.

01:37:40:22 - 01:37:50:15

Unknown

Hug. Sorry, did I say that out loud? That was my insight. Anyway. Thank you.

01:37:50:17 - 01:38:24:15

Unknown

And last but by no means leas Miss Leslie Rees from the Department of Natural Resources environmental control.

01:38:24:17 - 01:39:13:09

Unknown

Outstanding. Can I get a. Congratulations and thank you again to all of us, our graduates. Wow. I'm sorry. I just love seeing it up there. Wow. That's a great program. Human resources certificate program. It's pretty impressive. Look, let me tell you a little bit about it. Well, before that, I mean, let me just mention this. You know, this afternoon, we celebrated graduates who has strengthened their ability to lead people, manage projects, solve problems, and get their missions accomplished.

01:39:13:11 - 01:39:51:20

Unknown

And again, that's pretty, pretty pretty good, right. But you know what? There's another group of professionals, often unsung heroes, that work behind the scenes, do amazing work, amazing work all the time. And these professionals help to make everyone success possible. Oh, yes. Did I mention human resource professionals? Well, then I get to witness on that.

01:39:51:22 - 01:40:28:10

Unknown

The the the root system. Well, anyway, think about it. HR professionals help employees to get hired, get oriented, get promoted, navigate workplace challenges, understand policies and procedures, resolve problems, and hopefully make it from their first day of employment to retirement without any problems at all. Thank you HR. All who ask what we do, we make it our professionals.

01:40:28:12 - 01:41:04:07

Unknown

So I'm here to recognize a special graduate right from the Human Resources certificate program. Well, let me tell you a little bit about it. It's a three year, self-paced professional development program designed to strengthen the skills, the abilities of professional serving the states Merit and merit comparable systems. But that's not all. That's not all. Not only do they do more than that, in order to get into this program, they've already got to be committed.

01:41:04:09 - 01:41:30:12

Unknown

They've got to be ready because this is not an easy program. As a matter of fact. They can't just say, hey, this is self-paced, so I can just groove on through it. Oh, no, it's a walk. It's a march. It's a journey. And we help us through that journey. Then I hear. Well, anyway. Think about what they have to do just to get in the program.

01:41:30:13 - 01:42:00:18

Unknown

The first thing they have to do is get an application that has to be approved. It has to be approved by their supervisor. They have to have an

endorsement from their director and HR manager who think about it, they got to be endorsed just so they could do a three year, very difficult, hard working project that adds to the work that they automatically have to do for their job, and they take it on and they do wonderfully.

01:42:00:22 - 01:42:28:23

Unknown

We have an excellent example of it. We're going to share with you today. But let me just tell you a little bit more. Once they're accepted into the program, participants invest 250 hours towards completion of the program. They participate in 25 courses. They have to literally right 50 assessments. Then they have to do five challenging case study exercises.

01:42:29:02 - 01:42:59:18

Unknown

And then they have to write a final paper. That ain't all well. They also have to review their final paper in front of a review panel of HR leadership. Think about it. That's a lot of work. And they have to get it all done in three years along with their regular jobs. Thank goodness they don't have any extra, you know, like life or anything to do other stuff with.

01:42:59:20 - 01:43:34:10

Unknown

Because this takes all of it. And guess what. Guess what. When they finish the project they don't simply, you know, learn something and move on from a class on. No, no. They learn it. They reflect it. They discuss it with their mentor. They write about it. They send it in for evaluation. Then they have to demonstrate at the end of the program how they would apply what they learned in the real world.

01:43:34:12 - 01:44:23:21

Unknown

That's a journey. And that's what each one of our wonderful graduates did. And that's why the human Resources certificate program is so valuable. Oh, speaking of valuable, I like to recognize the supervisors, the managers, the subject matter experts, the mentors, all of those wonderful people who support our participants through this amazing journey. I also want to give a special thank you to all of our wonderful HRC Final Review panel members like the great Mr. Kit Carson, the wonderful Miss Erica Press, the really cool Benga a few is here.

01:44:23:23 - 01:45:05:02

Unknown

I'm glad he's not. He's not an Eagle fan. It's alright. I like him, but he ain't anyway. And our wonderful and compassionate Miss Jessica Washington. Thank you for sharing your time, your knowledge and your expertise and contributing to the development of wonderful, wonderful HR professionals. Wow. You know what? Today we are exceptionally proud and are happy to recognize an amazing person, miss Amber Cahill.

01:45:05:04 - 01:45:21:12

Unknown

She's the first HR participant to complete the entire three year program in less than two years.

01:45:21:14 - 01:45:51:20

Unknown

I ran the program and I still need some help. And anyway, Amber, we are incredibly proud of you. Your dedication, your determination, your commitment are an astounding example of what can happen when talent, perseverance, and genuine commitment to serving others all comes together into fluency. And now we've reached that moment that I've been waiting for, miss Amber Cahill.

01:45:52:00 - 01:46:17:04

Unknown

Please honor me to come up to the podium and share your experience about the HRC program. That's the. It's not switching, but that would be your name.

01:46:17:06 - 01:46:42:19

Unknown

Good afternoon. It is truly an honor to stand before you today as we celebrate the completion of the Human Resource Certification Program. When I first started this program, I knew I wanted to grow my career and become a stronger human resources profession professional. What I didn't fully realize was just how much I would learn not only about HR policies, laws, and procedures, but also about myself.

01:46:42:21 - 01:47:11:22

Unknown

This program challenged us to step outside of our comfort zones and learn new things, ask questions, and continue moving forward even when things became difficult. There were busy days, long assignments, challenging courses, and plenty of moments when finding the time to balance everything felt like an accomplishment in itself. But we made it. One of the things I will take away most from this experience is the importance of having people around you who are willing to share their knowledge and support your growth.

01:47:11:24 - 01:47:41:17

Unknown

I am grateful for the instructors, mentors, supervisors, coworkers, and everyone who encouraged us along the way. Each conversation, lesson, and experience helped shape the HR professionals we are becoming. Human resources is more than policies, paperwork, and procedures. At the heart of what we do our people, we have the opportunity to help employees navigate difficult situations, answer questions, solve problems, and sometimes simply be the person who listens.

01:47:41:19 - 01:48:03:19

Unknown

This program reminded me that being knowledgeable is important, but being compassionate, professional, and willing to learn is just as important as we leave this program with our certification. I hope we remember the graduation is not the end of our learning. It is the beginning of the

next chapter in our careers. The HR field is constantly changing and there will always be something new to learn.

01:48:04:00 - 01:48:22:06

Unknown

Another challenge to overcome and another opportunity to make a difference to my fellow graduates. Be proud of what you have accomplished. We each took a different path to get here, but today we share the same achievement. Congratulations to the HRC class and all other classes. We did it and I'm excited to see where our careers take us next.

01:48:22:08 - 01:49:46:22

Unknown

Thank you. So I at this point. Thank you Amber, again this great speech. Appreciate your comments and your insights there too. So today we celebrate our 2026 HRC graduates. It's a milestone for both Amber and for the program. So, Amber, would you mind coming back up here again? And second, and if it gets on.

01:49:46:24 - 01:49:57:23

Unknown

My congratulations to our human resources certification program graduate, please give us.

01:49:58:00 - 01:50:20:08

Unknown

Definitely not an easy, easy process to go through. Also, congratulations again to all the program graduates. Before we end our program, I want to thank you people that helped make it possible. I want to thank today's speakers, Secretary Gordon, Secretary Bush, and thank you very much. I want to thank LaVar Matthews. Thank you, sir, for coming out and representing Wilmington.

01:50:20:08 - 01:50:41:21

Unknown

You. I want to thank our program speakers, Mike Pillay, Ramona Bracey, Taylor King and Cahill. Thank you very much. You guys shined and that's why you were selected or asked to present today. So that's that's an awesome thing. Thank you. I want to thank the program managers again, Reggie Brown, Tom Johnson, Don Warman and and Larry Field.

01:50:41:23 - 01:51:11:08

Unknown

You guys manage fantastic programs and programs. Wouldn't be there without all the consideration, willingness to improve and championing your people. So that's outstanding. While these team members don't work alone, their leadership and efforts ensure the program do remain current, engaging and well executed. Thanks to all the supervisors, managers, directors, HR business partners, adjunct instructors, and others who encouraged and provided guidance to our graduates.

01:51:11:10 - 01:51:28:23

Unknown

Thanks to our dear partners, Damage Brian Sullivan and thanks to the Delaware State Troopers Association for hosting us today. It's been nice facility. So, give it up for the people, I just thank.

01:51:29:00 - 01:51:46:10

Unknown

Thanks for the entire training needs our solutions team for their continued dedication and supporting employees and their programs for all the work they contribute to making today's ceremony success. I want to thank Dawn Moorman, who spearheaded the coordination efforts today. Thanks, Dawn.

01:51:46:12 - 01:52:08:06

Unknown

Finally, thanks to everybody else who's attending today. Family members for workers, instructors, instructors. Thank you. We talked a lot about the graduates and how much we appreciate their hard work, but I know without all the support that they get that this would not be possible. They could not do it without people supporting them and encourage them forward. I'd like to end the program with the challenge.

01:52:08:08 - 01:52:31:16

Unknown

Across all of our development initiatives, our overall goal is simple. We need to make the state the best organization in which to work. Right? Today, we added 51 more employees who have knowledge, skills, and abilities to build a better state one that attracts top talent and delivers exceptional outcomes. I encourage each of you to visit our training Nature of Solutions homepage.

01:52:31:18 - 01:52:54:23

Unknown

The links on the program on the final page. Explore the Employee Development section, where you'll find details about all our offerings and opportunities. Share this information with other state employees that can benefit. Offer them the positive coaching, encouragement, and support so they consider can consider applying. Inspire them to learn the same skills today that our graduates are proud.

01:52:55:00 - 01:53:20:06

Unknown

Graduates and supervisors. If any of your employees or college were not here today, please get please come to the front table and get their certificates. So we don't have to chase them down later. So, yeah, it's just a delay. Unfortunately, there was a lot of things going on today that were in competition with today's graduation. So for the rest of you, please stay for refreshments and photos.

01:53:20:08 - 01:53:40:14

Unknown

Flags of the up for the rest of the afternoon. Take pictures with your agency heads or whoever. And thank you for attending today's ceremony. And one thing, that one quote I wanted to leave you with from the guy

that helped make Donald's bid. None of us is better than all of us,
right? None of us is better than all of us.

01:53:40:15 - 01:53:47:02

Unknown

It takes all of us to make this day great. And this officially ends 2026
event, so thank you very much.