



OFFICE OF THE CITY MANAGER

TO: Management Team

FROM: Jorge M. Gonzalez, City Manager

DATE: February 19, 2008

SUBJECT: CITYWIDE TRAINING PLAN

As part of the City's ongoing organizational development efforts and enhanced Service Excellence initiatives, our Citywide Training Team, in conjunction with Executive staff, has developed a comprehensive citywide training plan. The plan includes the development of curriculum and deployment strategies for each of the priority training that has been defined citywide.

Below is a listing of required and optional classes, sorted by employee group and frequency of refresher:

	Required frequency of Refresher				
	Onetime	Annual	2 yrs	3 yrs	5 yrs
<b>Required Courses: All Personnel</b>					
Orientation	X				
Diversity				X	
Sexual Harassment			X		
Team Building		X			
Understanding the City's Customer Service Standards				X	
Ethics			X		
Understanding Each Employee's Piece of the City's Strategic Plan			X		
FMLA				X	
Workplace Health and Safety				X	
Employee and Labor Relations Quarterly Update Seminar					
<b>Frontline Mandatory Courses:</b>					
Communications to Better Relationships (Interpersonal skills)					X
ADA Compliance & Sensitivity				X	
Employee Academy					X
Verbal Judo/Dealing with Difficult People - Conflict Mgmt				X	
<b>Supervisory Mandatory Courses:</b>					
Supervisor Core Curriculum (see below)	X				
Purchasing Card Procedures			X		

Optional Courses		Maximum frequency for course repeat		
		2 yrs	3 yrs	5 yrs
Access			X	
Excel			X	
Navigating the Intranet				
Outlook				
PowerPoint				X
Word				X
Stress Management/ Anger Management				
Time Management				X
Life Matters (Change title to Work life Balance )				X
Pre Retirement Planning				X
English Grammar and Effective Writing Skills			X	
Facilitation and Presentation Skills			X	
Email Etiquette				
Telephone Skills				
Employee Academy				X
Motivation and Personal Development (Seven Habits)			X	
EDEN (City's Financial System)				
Permits Plus				
Active Strategy				

Supervisory Course Curriculum:
Communicating in the supervisory role - Transitioning from employee to supervisor
Coaching through feedback
Delegating with empowerment
Understanding Department Work plans and Budgets
Using Performance Measurement and Management
Disciplinary Action Process (Progressive Discipline)
Selection Interviewing
Procurement Policies and Procedures
Performance Appraisal Process
Leadership Program

I appreciate your commitment to our success and am looking forward to your team's participation in our comprehensive training program. If you have any questions about citywide training, please contact Leslie Rosenfeld by email or at extension 6923.

JMG/KGB/LDR

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