

Citywide Training Plan

Our Mission

We are committed to providing excellence public service and safety to all who live, work and play in our vibrant, tropical, historic community

Our Vision

The City of Miami Beach will be: Cleaner and Safer; Beautiful and Vibrant; a Unique Urban and Historic Environment; a Mature, Stable Residential Community with the Well Improved Infrastructure; a Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business; while maximizing Value to our community for the Tax Dollars Paid.

Key Intended Outcome (KIO):

Attract and Maintain a Workforce of Excellence

Required Courses: All Personnel	Required frequency of Refresher				
	Overtime	Annual	2 yrs	3 yrs	5 yrs
Orientation	x				
Diversity				x	
Sexual Harassment			x		
Team Building					x
Service Excellence Customer Service Standards				x	
Ethics			x		
Understanding Each Employee's Piece of the City's Strategic Plan			x		
Frontline Mandatory Courses					
Communications to Better Relationships (Interpersonal skills)					x
ADA Compliance & Sensitivity				x	
Employee Academy					x
Supervisory Mandatory Courses					
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 Retiring 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 Measurements and Management
Disciplinary Action Process (Progressive Discipline)
Selection Interviewing
Procurement Policies and Procedures
Performance Appraisals Process
Leadership Program