

Report from Corporate Support Services, Human Resources

Date of Report: November 11, 2019

Date of Meeting: November 20, 2019

Report Number: CSS-B058-2019

File: 10.10.99

Subject: 2019 General Employee Training

Recommendation

That Report CSS-B058-2019, regarding 2019 general employee training, be received for information.

Background

As part of the 2019 budget process, \$40,000 was added to the Human Resources budget for general employee training and skill development. This budget allocation partially restored the \$112,000 in employee training which was eliminated in the 2015 budget.

Report

When selecting which training investments to make using the budgeted funds, Human Resources staff focused on those items which would support the City's strategic goals, and provide staff with the skills to fulfil them.

Innovation Training

A small team of employees from across the organization have received innovation training and are able to promote the fundamentals of innovation, facilitate innovation discussions and idea generation sessions. This group is also able to train other employees on how to use the tools so they may also conduct their own innovation exercises.

This model provides a high return on training dollars, by allowing the City to start with one skilled innovation staff team and growing that team, as well as staff's collective understanding and use of innovation across the organization.

The cost for this training was \$13,666.

Communication and Coaching Skills for Supervisors

Staff who supervise front line staff received training on how to communicate and coach employees. These skills are essential for positive, productive working relationships, as well as addressing situations in the workplace, before they escalate into larger issues.

The cost for this training was \$14,994.

Senior Leadership Team Development

This training focused on providing SLT with the strategies and tools to work together as a team to set direction, identify priorities and fulfil City Council's strategic plan.

The cost for this training was \$12,085.

Public Participation Planning

Increasingly, citizens expect to be able to participate in the decisions which affect them. This training will cover the principles of designing authentic, focused and productive public engagement. Municipal employees who engage in public engagement will be invited to participate in this training

Although training for public participation planning was identified for 2019, it could not be accommodated within the \$40,000 allocated for general employee training and skill development. It is now scheduled for delivery in the first quarter of 2020.

Financial Implications

In the 2019 budget, \$40,000 was included for general employee and skill development. This amount, plus an addition \$729, has been spend on the initiatives listed in this report.

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