



Policy Purpose

The city and its employees share the responsibility to ensure that service to the public is skilled, effective, timely, based on best practices, and complies with city policies as well as federal and state legal requirements. The purpose of this policy is to advance effective employee training that results in delivery of the highest level of public service.

- I. Employees' University
 - a. The mayor, mayor's chief of staff and department directors will advance employee learning and development opportunities across the city through a dedicated Employees' University managed by human resources.
 - b. The Employees' University will have a mayor-appointed advisory board of directors consisting of broad representation of leaders across city government.
 - c. Training offered through the Employees' University will be relevant to specific organizational needs.

- II. Roles & Responsibilities
 - a. Employees
 - i. The development of specific training plans is a shared responsibility of each employee and their supervisor.
 - b. Supervisors
 - i. A primary responsibility of each city supervisor is to ensure that their employees are trained.
 - ii. Supervisors are responsible for ensuring that each new employee attends citywide required training during their first four weeks of employment.
 - c. Department Directors
 - i. Department directors shall ensure that employee work schedules include sufficient time for citywide required training and department-specific employee training.
 - ii. Each department director shall adopt a department training plan in time to be reflected in the department's annual budget submission to the mayor. Department training plans should include internal succession planning efforts as well as general employee skill development.
 - d. Employees' University
 - i. By January 31st of each year, the Employees' University will provide the mayor with a citywide training plan for the upcoming new fiscal year. The plan will include required training courses, recommended training programs and delivery methods, an assessment procedure to evaluate the training, and overall program cost estimates to be used in the next fiscal year's budget request.
 - ii. The Employees' University will evaluate the effectiveness of its training initiatives and will report regular updates and program recommendations to the mayor.

- III. Training Programs
 - a. There will be mandatory citywide training and mandatory job-specific training as determined by the Employees' University board of directors and department directors.
 - b. Employee training that is job-specific or department-specific will be the responsibility of the department directors and the supervisors within each department.
 - c. General training that provides knowledge and skill development will be made available to employees and may include, but is not limited to:
 - i. Ensuring accountability of employees, supervisors, and managers;
 - ii. Providing a fair, respectful, cooperative, and safe work environment;
 - iii. Software or technology based training;



- iv. Employee self-development;
- v. City policies and procedures.
- d. Supervisor Training
 - i. Any city employee who works in a role as a supervisor should: be technically proficient; seek self-improvement; know his or her employees and look out for them; keep employees informed; set an example; ensure that tasks and objectives are understood, supervised, and accomplished; make sound and timely decisions; develop a sense of responsibility among employees; deploy his or her employees in accordance with employee knowledge, skills and abilities, and take responsibility for their actions and the actions of their direct reports.
 - ii. Boot Camp. In an effort to keep supervisor skills and knowledge current, the Employees' University will provide a supervisor boot camp training program that will consist of multiple courses addressing critical supervisor needs. City supervisors are strongly encouraged to complete the supervisor boot camp training once every three years.

Current References:

[Standards of Conduct Policy](#)

[Supervisors Standards and Responsibilities Policy](#)

Approved and passed this 31st date of December, 2016