

GOAL 1: Align Competency Development Programs with County Goals

LOD Customer Service Survey:

- Employee survey shows 93% of County employees believe training is important
- County-wide surveys requested three new categories of training: leadership, project management and communication
- Board of Supervisor's Human Resources Committee requested trainings to improve the County's internal and external communication
- Department Head Training Advisory Committee recommended a centralized repository for enrolling and tracking County trainings

Strategic Initiative 1.1

LOD will launch trainings that align with the top ten competencies identified by the Human Resources Division.

Objectives Accomplished:

- Developed 14 new core customized trainings and increased the number of electives to a total of 25 to meet survey requests (see brochure attachment for details)
- Converted two live trainings (New Management Orientation and Health Department Lactation Training) to online trainings for department cost savings
- Collaborated with department training liaisons (Equal Opportunity Office, Information Technology, Health Department-Wellness, Department of Social and Employment Services) to assist employees with easier access to training through a centralized one-stop learning program

Strategic Initiative 1.2

Partnership and collaboration with the Enterprise Resource Project (ERP) to create an improved and centralized enrollment repository tracking system for employee training.

Objectives Accomplished:

- In collaboration with ERP, developed implementation strategies for county-wide centralized training enrollment and tracking reports
- Introduced the Department Training Coordinators to the Learning Development Network (LDN) System
- Assumed oversight of the LDN to coordinate county-wide training enrollment, tracking and reporting
- Provide Customer Service for employees to learn how to enroll on LDN and to obtain their training portfolio
- Provided training reports to update departments