

Mission:

- Support
- Establish
- Enterprise
- Develop
- Synergize

2012-2013 Strategic Initiatives

Learning Objective:

Improve customer service and communication skills

Workload Measure:

40% of all employees in each department who provide frontline customer service will be invited to training. 70% of the invited employees will complete training

Note: the remaining employees will be invited the following year through live and/or on-line training

Effectiveness Measure:

Employees who complete training will develop a personalized customer service code of conduct in alignment to county mission

Produce a complementary on-line refresher course for graduates

Timeline:

Provide Customer Service training opportunities monthly through July 1, 2013

Strategic Initiative For Employees:

Improve organization's external customer service and internal communication skills

Strategic Initiative for Supervisors:

Train supervisors in the County's Performance Management and Progressive Discipline Procedures (PM/PD) processes

Train Supervisors in 7 Habits for Managers

Learning Objective:

To apply with Monterey County policies and procedures that govern Performance Management and Progressive Discipline

Workload Measure:

50% of supervisors in each department who supervise employees will be invited to PM/PD training. 70% of invited participants will complete training.

Effectiveness Measure

90% of employees who complete evaluation rating of the course will indicate the training is of value

Pilot a follow-up survey three month after completion of training to determine application of knowledge

Timeline

Through collaborative internal department coordination all Supervisors will be offered PM/PD training by July 2013

Strategic Initiative for Managers:

Train Managers in the County's Performance Management and Progressive Discipline Processes

Train supervisors in the County's Performance Management and Progressive Discipline Procedures (PM/PD) processes

Learning Objective:

Managers will apply policies and procedures that govern performance management progressive discipline

Workload Measure:

50% of supervisors in each department who supervise employees will be invited to PM/PD training. 70% of invited participants will complete training.

Effectiveness Measure

90% of employees who complete evaluation rating of the course will indicate the training is of value

Pilot a follow-up survey three month after completion of training to determine application of knowledge

Timeline

Through collaborative internal department coordination all Managers will be offered PM/PD training by July 2013