

Name: Tech Essentials Training Program

Completed: Fiscal Year 2023/2024

Goal Alignment:

DYNAMIC - Create a dynamic workforce that is well-trained, self-reliant, responsive, and adaptable.

INNOVATIVE - Transform the City's service delivery through new and creative solutions.

DIGITAL - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

Summary:

Feedback from the Fall 2023 Information Technology Department Satisfaction Survey highlighted a need for ongoing training in various systems and software. Employees expressed that such training would enhance their proficiency and overall performance.

In January 2024, the IT Department kicked off "Tech Essential Workshops," which are compact 30-minute sessions designed to engage and empower employees with immediate skills. The idea is simple: learn something useful and apply it straight away to your work. No fluff, just practical knowledge.

To complement these workshops, the department also launched the "Tech Essentials Newsletter." The newsletter provides quick productivity tips, easy-to-follow guides, and updates on the technology they use every day.

Benefits:

- **Increased Proficiency:** Ongoing training improves employees' proficiency in various systems and software.
- **Improved Performance:** Employees can perform better by applying new skills immediately to their work.
- **Engagement and Empowerment:** Compact 30-minute sessions are designed to engage and empower employees with immediate skills.
- **Practical Knowledge:** The workshops focus on practical, useful knowledge without unnecessary fluff.
- **Ease of Learning:** Easy-to-follow guides make learning new tech tools straightforward.