Leadership Academy

Leadership Academy focuses on training the next generation of leaders for the City of Tyler. This is accomplished through a series of leadership courses, literature review, mentoring and capstone project.

Applications are accepted in September of each year and can be downloaded from the intranet. A maximum of 15 employees are selected each year.

Lean Sigma

Lean Sigma is a business management strategy that was developed to improve product output and eliminate defects and waste (anything that can lead to customer dissatisfaction). The first Lean Sigma Green Belt Class started in October 2009.

Applications for Lean Sigma Green Belt Training are accepted each September. Blue Belt Training courses are available through the Professional Development Track.

Toastmasters

The City of Tyler is sponsoring a Toastmasters Club for City employees. Each meeting gives members an opportunity to practice conducting meetings, giving impromptu speeches, presenting prepared speeches and offering constructive evaluations in a fun and friendly atmosphere.

Blueprint Toasters chartered on Nov. 13, 2010. The club meets every Thursday at City U from Noon to 1 p.m. and is open to all City of Tyler employees.

City University

City University is the City of Tyler’s continuing education program for employees. City U provides employees the opportunity to access courses that will enhance skills and overall professional development and contribute to a culture of life-long learning.

Courses are divided into five tracks: core competency, innovation, professional development, leadership development and life management. All courses are free to City employees.

For more information, class schedules and to register, visit the City of Tyler Blueprint intranet at: http://intranet.cityoftyler.net.

Mission

City U’s Mission is to provide high-quality comprehensive training to all City personnel and to serve as a resource for information and tools to enhance the productivity and professionalism of our employees.

Vision

Our Vision is that the City of Tyler will have a well-trained, highly-skilled workforce that embraces opportunities for life-long learning and growth.

We Will

♦ Encourage the development of critical thinking skills and the use of practical data for problem solving and decision making.
♦ Provide training developed from, and focused on, best practices drawn from diverse disciplines.
♦ Use technology to enhance training.
♦ Foster government, academic and community partnerships.
♦ Tailor the training function to address succession planning and to prepare employees to become the future leaders for the City of Tyler.
Professional Development Track

- **Conflict Resolution**
  — Oct. 9; 8 a.m. to noon
- **Dress for Success for Less!**
  — Oct. 22; 9 a.m. to noon
- **Enhancing Your Communications**
  — Nov. 1; 8 a.m. to noon
- **Robust Visual Management Boards**
  — Nov. 15 and July 11; 9 to 11 a.m.
- **Media Training**
  — Nov. 29; 2 to 5 p.m.
- **Meeting Etiquette**
  — Nov. 30; 8 a.m. to noon
- **Creating Standard Operating Procedures**
  — Dec. 3, April 1, July 1, Sept. 9; 9 a.m. to noon
- **The No Complaining Rule**
  — Jan. 23; 8 a.m. to noon
- **Time Management**
  — Jan. 30; 8 a.m. to noon
- **Serving Difficult Customers**
  — Feb. 7; 8 a.m. to noon
- **Reinforce Personal Ethics at Work**
  — Feb. 19; 8 a.m. to noon
- **Lean Sigma Blue Belt**
  — March 27 and July 25; 8 a.m. to noon
- **FAST Recovery**
  — June 19; 8 a.m. to noon
- **Identify and Reach Your Professional Goals**
  — July 17; 8 a.m. to noon
- **Consistently Exceed Customer Expectations**
  — Aug. 7; 8 a.m. to noon
- **Business Writing Skills**
  — Aug. 21; 8 a.m. to noon

Core Competency Track

- New Employee Orientation
  — Second Wednesday of every month
  *The City’s Blueprint Philosophy*
  *Performance Excellence Program*
  *Video Tour of City Departments*
  *State of the City*
  *Employee Benefits*
  *City Policies*
  *City University Information*
  *Participants are also recognized at a City Council meeting.*
- **Introduction to Computers**
  — Oct. 24; 8 a.m. to 5 p.m.
- **Microsoft Excel 2010 Basic**
  — Oct. 29; 1 to 5 p.m.
- **Keyboarding Skills**
  — Nov. 7; 1 to 5 p.m.
- **Microsoft Excel 2010 Charts and Graphs**
  — Nov. 13; 8 a.m. to noon and Dec. 19; 1 to 5 p.m.
- **Microsoft PowerPoint Tips and Tricks**
  — Nov. 19; 10 a.m. to noon
- **GIS Pictometry Training**
  — Nov. 28, Dec. 7, Dec. 10 and Dec. 13; 9 to 11 a.m. and 2 to 4 p.m.
- **Microsoft Excel 2010 Formulas**
  — Dec. 6 and Dec. 7; 8 a.m. to noon
- **Microsoft Excel 2010 Pivot Tables**
  — Jan. 11; 8 a.m. to noon
- **Advanced Microsoft Excel 2010**
  — Feb. 20; 8 a.m. to 5 p.m.
- **Microsoft Word 2010 Tips and Tricks**
  — March 6; 8 a.m. to noon
- **Social Media Awareness**
  — March 19; 8 a.m. to noon
- **Web Page Training**
  — Third Friday of every month

Innovation Track

- **SWOT Analysis for Strategic Planning**
  — Nov. 5 and Feb. 18; 10 a.m. to noon
- **Business Planning Workshop**
  — Nov. 8 and Feb. 21; 2 to 5 p.m.
- **Supporting Change**
  — Nov. 12; 8 a.m. to noon
- **Create Positive Accountability with Annual Reviews**
  — Nov. 27; 8 a.m. to noon
- **Interview, Hire and Fast Start Winners**
  — Dec. 18; 1 to 5 p.m.
- **Habits for Success**
  — Feb. 12 and Aug. 15; 8 a.m. to noon
- **Successful Delegation**
  — March 20; 8 a.m. to noon
- **Leading A Meeting**
  — March 20; 8 a.m. to noon
- **Giving Constructive Feedback**
  — April 16; 8 a.m. to noon
- **Inspire and Motivate Team Members**
  — April 17; 8 a.m. to noon
- **Understanding Behavioral Styles**
  — May 14; 8 a.m. to noon
- **Influencing Positive Results-Oriented Attitudes**
  — May 15; 8 a.m. to noon
- **Master Difficult Conversations**
  — May 29; 8 a.m. to noon
- **Develop and Maintain Your Best Employees**
  — June 18; 8 a.m. to noon

Life Management Track

Reach Your Personal Financial Goals
- How Not To Become A Victim
- Increase Your Self Confidence
- CPR
- Zumba
- Self Defense

Healthy Dining Habits
- How to Pick Healthier Food
- CPR
- Zumba
- Self Defense

Leadership Development Track

- SWOT Analysis for Strategic Planning
  — Nov. 5 and Feb. 18; 10 a.m. to noon
- Business Planning Workshop
  — Nov. 8 and Feb. 21; 2 to 5 p.m.
- Supporting Change
  — Nov. 12; 8 a.m. to noon
- Create Positive Accountability with Annual Reviews
  — Nov. 27; 8 a.m. to noon
- Interview, Hire and Fast Start Winners
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