

Core Competency Track

Competency Definition:

Addresses the basic skills needed by employees of the City of Tyler.

Courses:

- New Employee Orientation
This day-long training covers new employee orientation and the following:
 - * *The City's Blueprint Philosophy*
 - * *Video Tour of City Departments*
 - * *Employee Benefits*
 - * *City Policies*
 - * *City University information.*
- Participants are also recognized at a City Council meeting.*
- Cash Handling
- Employee Reorientation
- Disease Exposure
- Email Records Retention

Innovation Track

Competency Definition:

Provides professional development coursework to employees who have a desire to enhance their technology skills.

Courses:

- Microsoft Outlook for Beginners
— Oct. 14, 2010; Jan. 25, 2011; Feb. 14, 2011, 9 to 11 a.m.
- Microsoft Word 2010 Basic
— Oct. 19, 2010, 8 a.m. to Noon
- Microsoft Word 2010 Intermediate
— Jan. 11, 2011 and Jan. 31, 2011 8:30 a.m. to 12:30 p.m.
- Microsoft Excel 2010 Basic
— Feb. 15, 2011, 8 a.m. to Noon
- Microsoft Excel 2010 Intermediate
— March 15, 2011 and April 26, 2011, 8 a.m. to Noon
- Microsoft Access 2010 Basic
— April 12, 2011, 8 a.m. to Noon
- Microsoft Access 2010 Intermediate
— May 24, 2011, 8 a.m. to Noon
- Website Editing
— Dec. 9, 2010; Feb. 8, 2011; March 31, 2011; May 26, 2011; July 28, 2011; Sept. 22, 2011, 9 a.m. to 4 p.m.

Professional Development Track

Competency Definition:

Provides continuing education for employees to enhance their professional skills.

Courses:

- Anger and Stress Management
— Oct. 28, 2010, 8 a.m. to Noon
- Conflict Resolution
— Nov. 9, 2010, 8 a.m. to Noon
- Working with Lean Sigma Tools
— Nov 11, 2010; Feb. 17, 2011; May 19, 2011; Aug. 11, 2011, 8 a.m. to Noon
- Media Coaching
— Nov. 16, 2010; May 13, 2011, 9 to 11 a.m.; one-one sessions offered in the afternoon
- Lean Sigma Blue Belt Training
— Dec. 1, 2010; March 21, 2011; June 14, 2011; Sept. 13, 2011
- Time Management
— Feb. 2, 2011, 8 a.m. to Noon
- Business Writing Skills
— Feb. 22, 2011, 8:30 a.m. to 12:30 p.m.
- What's Missing in Customer Service Today
— April 15, 2011 and Sept. 16, 2011, 9 to 11 a.m.
- Hey! Are You Listening To Me?
— July 20, 2011 1 to 5 p.m.

Leadership Development Track

Competency Definition:

Provides continuing education for employees either currently in a supervisory role or who wish to transition into a leadership role.

Courses:

- Transition from Peer to Team Leader
— Jan. 19, 2011, 8 a.m. to Noon
- 20 Ways To Build Your Team
— April 21, 2011, 1 to 5 p.m.
- Coaching Style Management
— May 18, 2011, 8 a.m. to Noon
- ABC's Of Success
— June 1, 2011, 8 a.m. to Noon
- Managing Employees
— Aug. 17, 2011, 8 a.m. to Noon
- Presentation Skills
— Sept. 20, 2011, 8 a.m. to Noon

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. Participants learn how to effectively speak, conduct a meeting, manage a department or business, lead, delegate and motivate in a fun and friendly atmosphere.

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



City University

2010-2011

**Where tomorrow's leaders are
being trained today!**



212 N. Border Ave.

Tyler, Texas

<http://intranet.cityoftyler.net>

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 four tracks: core competency, innovation, professional development and leadership development. 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.