

# Report to City Council: Employee Training

John Cunningham  
Training Administrator  
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## Our Department Mission

We help staff at all levels achieve greater success by fostering a values-based culture that promotes high performance, continuous learning and growth, innovation and data-based decision making.



## Questions Used to Select Classes

- Does this class support Council goals?
- Does it reinforce our R.I.S.E. values?
- Does it support our High Performance Organization (HPO) philosophy?
- Does it provide an opportunity to learn, grow, innovate or make better decisions?
- Does it satisfy an operational need?

## Noteworthy Initiatives

- Emerging Leaders course
- Leadership Academies
- Internal HPO training classes
- City-wide Innovation Academy
- Diverse assortment of classes
- Online postings and registration

# Training Calendars

Search calendar by: Start date [ ] End date [ ] Search [ ] Show Past Events [ ] Select a Calendar [ ]

September 2019

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Organizational Development Training and Events

**Innovation Academy - September 2019**  
September 4, 2019, 9:00 AM - 4:00 PM @ Fire Station #7 - Community Room  
Target audience: All city of McKinney employees.  
[More Details](#)

**The Seven Habits of Highly Effective People**  
September 5, 2019, 8:30 AM - 12:30 PM @ McKinney Performing Arts Center  
[More Details](#)

**Customer Service - The FISH! Philosophy**  
September 5, 2019, 1:00 PM - 5:00 PM @ Hall Library - Dulaney Room  
Target audience: All city of McKinney employees.  
[More Details](#)

**Building & Maintaining a Healthy Personality**  
September 10, 2019, 8:30 AM - 5:30 PM @ McKinney Performing Arts Center  
[More Details](#)

**Leadership Academy VII - Supervisors**  
September 18, 2019, 8:30 AM - 12:30 PM @ Hall Library - Dulaney Room  
This month's topic: Leadership Development & Performance Management  
[More Details](#)

**Leadership Academy VII - Managers**  
September 18, 2019, 1:00 PM - 5:00 PM @ Hall Library - Dulaney Room  
This month's topic: Leadership Development & Succession Planning  
[More Details](#)

**September New Employee Orientation**  
September 20, 2019, 8:30 AM - 5:00 PM @ Hall Library - Dulaney Room  
Target audience: All city of McKinney employees.  
[More Details](#)

**2019 City Secretary Forum - Lunch 'N Learn Series (September)**  
September 26, 2019, 11:30 AM - 1:00 PM @ City Hall - 2nd Floor Conference Room  
Target audience: these sessions are geared toward administrative staff within the city.  
[More Details](#)

Jump To:  
Organizational Development Training and Events (8)

## City of McKinney September 2019 Training Classes



The City and Department of Organizational Dev't & Performance Mgt (ODPM) are dedicated to providing all employees first-rate opportunities to learn and grow. Here are the classes for the month of September:

**Innovation Academy (Fire Station #9, 9:00-4:00; Wed, Sept. 4<sup>th</sup>)**

*Ever sit back and think, "You know, there may be a better way to do this?" Have you ever looked at a process and thought that you have an idea to make it a whole lot simpler? This class, hosted in partnership with McKinney Development Services, gives you the tools and a format to put your changes in motion.*

**The Seven Habits of Highly Effective People (Performing Arts Center, 8:30-12:30; Thur, Sept. 5<sup>th</sup>)**

*This is an in-depth look at Stephen Covey's landmark work, The Seven Habits of Highly Effective People. Learn how you can implement them personally and professionally to accomplish more in both your personal and professional life. Hosted in partnership with Dr. Tony Picchioni.*

**Customer Service: The FISH! Philosophy (Hall Library, Dulaney Room, 1:00-5:00; Thur, Sept. 5<sup>th</sup>)**

*Looking to unleash your "A" game at work? Wonder how we can take our R.I.S.E. Core Values of Service and Excellence to the next level? Learn how to channel your natural positive energy into a great customer service experience for everyone you contact in this fun, highly interactive class.*

**Building & Maintaining a Healthy Personality (Performing Arts Center, 8:30-5:00; Tue, Sept. 10<sup>th</sup>)**

*Recent studies have shown that success, happiness, and physical health are more connected than we realized before and that devoting our time and energy to each makes a difference in our quality of life. In this session, returning for 2019, Dr. Tony Picchioni introduces you to tools and skills necessary to yield the positive results you're seeking.*

**New Employee Orientation (Hall Library, Dulaney Room, 8:30-5:00, Fri, Sept. 20<sup>th</sup>)**

*Scheduled by Dept of Org Dev't & Performance Mgmt. Meeting notices will be sent to new staff and supervisors. Topics include a welcome by the City Manager, vision, R.I.S.E. Core Values, organizational structure, safety, risk management, strategic goals, American with Disabilities requirements, an introduction to High Performance and more.*

**Leadership Academy #7 (Hall Library, Sup's 8:30-12:30; Mgr's, 1:00-5:00; Wed, Sept. 18<sup>th</sup>)**

*Closed registration. The September session for those enrolled in this year's Leadership Academy focuses Leadership Development, Performance Management, and Succession Planning. The classes will be hosted and led by ODPM in partnership with former Plano Deputy City Manager LaShon Ross.*

To sign up on the intranet, go to: [City Departments>Organizational Development>Training Calendar](#). If you aren't able to do so, contact a member of the ODPM staff for more information. Thank you. Go Team!

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## Focus Area #1: High Performance

- HPO 101 – Introduction to High Performance
- HPO 102 – Developing High Performing Teams
- HPO 201 – High Performing Department Leadership Teams
- Annual HPO 3-day Course for 35 employees
- New Employee Orientation – Short HPO intro

## Focus Area #2: Organizational Development

- Diversity and Inclusion
- Multiculturalism
- Women in Leadership
- Cultural Competence
- Empowering Others
- Developing a Culture of Trust
- Accountability and Responsibility

## Focus Area #3: Leadership Development

- Learning to Lead
- Emerging Leaders Series
- Leadership Academy – Supervisors
- Leadership Academy – Managers
- Executive Leadership Development
- Open enrollment leadership courses

## Focus Area #4: Professional Development

- Certified Mediation Course
- Certified Administrative Professionals series
- Basic Spanish for the workplace
- Professionalism in Public Service
- Active Listening
- Negotiation Skills
- Mastering Communication

## Focus Area #5: Personal Development

- Stress Management
- Personal Financial Management
- Positive Attitude—Positive Performance
- Social Media's impact on Individuals
- Developing Strong/Healthy Relationships
- Stephen Covey's 7 Habits
- Achieving Your Career Goals

## FY2020 Initiatives

- Quarterly cultural roundtables
- HPO 102 (Teams) – take to scale
- HPO 201 (DLTs) – all departments
- Innovation Academy – take to scale
- Learning Management System
- 1,000% increase in online offerings

High  
Performance Organization

Organizational  
Development

Leadership  
Development

Professional  
Development

Personal  
Development

Continuous Growth and Learning

Council Goals + R.I.S.E. Core Values

**Thank you  
for your attention  
and support.**

**What questions  
may I answer?**

