



NEWS TO KNOW & GROW

Learning & Development Bimonthly Newsletter

- October 2020 -

Good morning,

As DHR enters a Fall season of transitions, our Workforce Development (WD) team would like to extend our deepest appreciation to Director Micki Callahan, our City's retiring Human Resources Director, for her 15 years of leadership and unwavering support.

Under Director Callahan's leadership, we created new citywide leadership development programs and our hallmark 24 Plus supervisory training. We developed and refined Implicit Bias training that has reached over 10,000 City employees, department heads, commissioners, and police officers to date. We significantly scaled training for City employees through development of e-learning modules such as Fairness in Hiring. And we launched new diversity recruitment efforts and career pathway programs that have welcomed diverse, talented individuals into our City workforce, including our ACE, ApprenticeshipSF, and San Francisco Fellows programs.

As our City faces ongoing challenges in the months ahead, our WD team is on solid ground. We will continue to deliver services that are relevant and impactful in our current context, including trainings highlighted in this newsletter. And we are fully committed to partnering with other departments to deliver innovative new programs, team building workshops, and trainings that will support emerging racial equity action plans.

Many, many thanks to Director Callahan for laying the groundwork for this important work ahead. We are excited to partner with our new Acting Director, Carol Isen, whose expertise in employee relations will help us build upon these efforts. We will truly miss you, Micki, and wish you all the best in your future endeavors!

Julia F. Ma

DHR Workforce Development Director

Important Links

[Access to City Employment Program \(ACE\)](#)

[Job Announcements](#)

[Classes & Training](#)

[City University](#)

[Diversity, Equity & Inclusion Program](#)

[Diversity Recruitment](#)

Did you know...

You may be eligible to get your training registration reimbursed. [More Information](#)

Updates



Schedule a Team Building Workshop Today

As we move into the seventh month of our shifted work environments, communication, relationship and team building remain critical to ensuring employees feel engaged and included. The multiple layers of stress from COVID, new work environments, and uncertainty can lead to isolation, low morale and a drop in engagement.

Energize, reconnect, and strengthen your team in a customized virtual team building retreat. Consult with our DHR trainers and choose from a variety of workshops we recommend for intact teams including:

- Respect in the Workplace
- Communicating Across Cultures
- DiSC for Teams

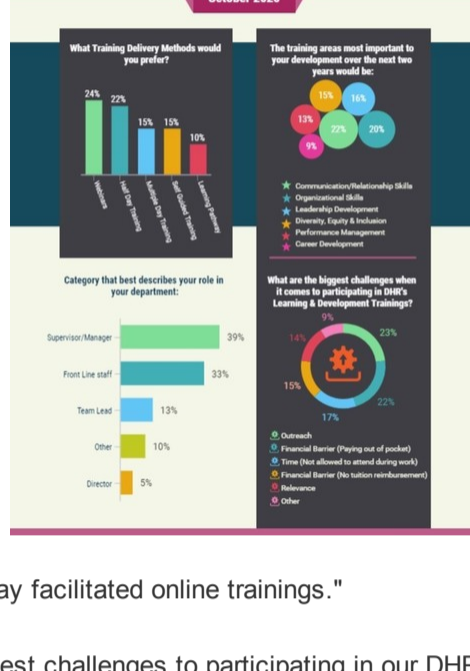
DHR Workforce Development trainers will work with your teams to provide customized, engaging and impactful team building experiences.

Schedule your team building workshop today by emailing wd_dhr@sfgov.org

You Spoke and We Will Listen: Learning & Development Summary Report

Thank you to the hundreds of participants who responded to the Learning & Development Survey last month. Some quick overall highlights and next steps include:

- **Communication/Relationship Skill Building is a priority**- 22% of all responses labeled "Communication/Relationship Skills" as one of the most important areas of development over the next two years.
- **How we learn is shifting**- 24% of responses highlighted "webinars" as one of the top ways to learn. In a close second at 22% was "half day facilitated online trainings."
- **Overcoming the Challenges**- One of the biggest challenges to participating in our DHR trainings is "outreach" at 23%. We will continue to improve our own channels of communication as we keep you informed of the diverse learning opportunities here at DHR.



Moving forward, your responses will influence our strategies and decisions as we gradually begin to increase our trainings for quarter three.

[Full Survey Report](#)

More Training Opportunities On the Way

Based upon the survey feedback, "Communication/Relationship Skill building" and career development were the top areas of development for the next two years.

Some of our most popular trainings help address these areas. Though we are not able to offer all of our trainings at this time, we have created waitlists/notification lists to gauge interest. Once the waitlists fill up, we will schedule the trainings and notify all on the list.

NEW Waitlisted Trainings

- Growing Your Career- [Join Waitlist](#)
- Leading Across Generations- [Join Waitlist](#)
- Project Management Essentials- [Join Waitlist](#)
- Interview Skills- [Join Waitlist](#)
- 24 Plus Refresher- [Join Waitlist](#)
- PPAR Review- [Join Waitlist](#)
- Presenting to Boards & Commissions- [Join Waitlist](#)

Webinars for Your Continued Learning and Development

In our survey, 22% of you chose "Webinars" as the most preferred mode of learning. We are doing our best to ensure that you have the opportunity to take succinct, engaging and relevant webinars to continue your learning journey.

Currently Offered

- Working from Home: Strategies to Navigate Uncertainty - 10/26- FREE
- "The New Workplace"- Managing Remote Teams Series- 10/30- FREE
- "Maintaining Communication" - Managing Remote Teams Series- 11/6- FREE
- "Facilitating Virtual Meetings"- Managing Remote Teams Series- 11/13- FREE

Have an idea for a webinar topic that you would like DHR to offer? Email your ideas to wd_dhr@sfgov.org

Upcoming Trainings

Customer Focused Communication

11/13- 8:30 a.m.- 12:30 p.m. - [Register](#)

11/17- 8:30 a.m.- 12:30 p.m. - [Register](#)

Lead to Succeed

1/26/2021- 8:30 a.m.- 12:30 p.m.- [Register](#)

2/23/2021- 8:30 a.m.- 12:30 p.m.- [Register](#)

Managing Implicit Bias

11/10- 8 a.m.- 12:30 p.m.- [Register](#)

12/9- 8 a.m.- 12:30 p.m.- [Register](#)

Managing Remote Teams

10/30- 9 a.m.- 10 a.m.- "The New Workplace"- [Register](#)

11/6- 9 a.m.- 10 a.m.- "Managing Team Communication"- [Register](#)

11/13- 9 a.m.- 10 a.m.- "Facilitating Virtual Meetings"- [Register](#)

11/20- 11 a.m.- 12 p.m.- "The New Workplace"- [Register](#)

12/4- 11 a.m.- 12 p.m.- "Managing Team Communication"- [Register](#)

12/11- 11 a.m.- 12 p.m.- "Facilitating Virtual Meetings"- [Register](#)

Practice Makes Perfect: Effective Presentation Skills

12/10+ - 9 a.m. - 11:30 a.m.- [Register](#)

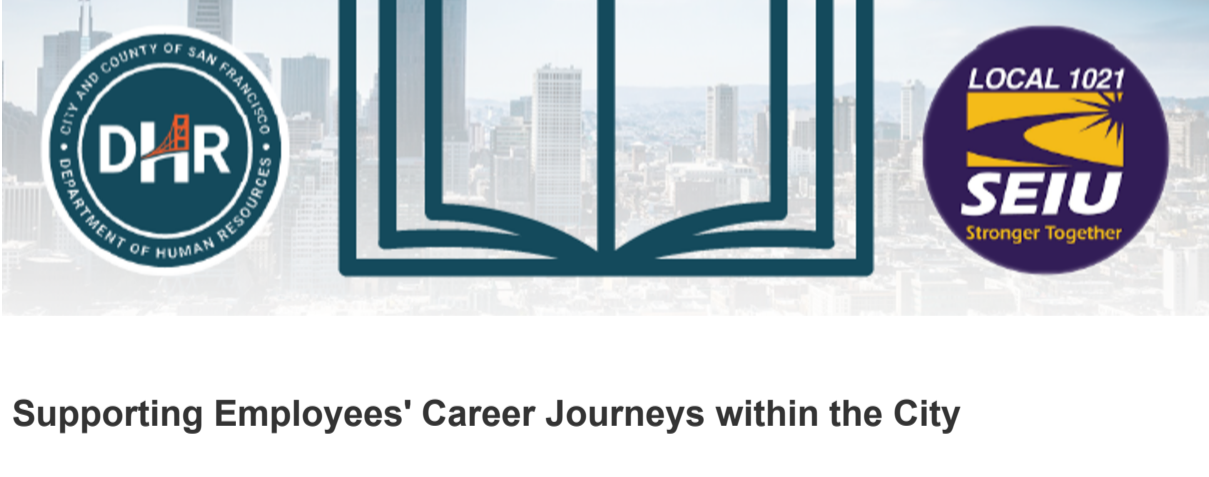
Working from Home: Strategies to Navigate Uncertainty.

10/26- 10 a.m.- 11 a.m.- [Register](#)

24 PLUS for Supervisors & Managers

[See Schedule](#)

Program Spotlight



Supporting Employees' Career Journeys within the City

DHR is committed to developing new programs that provide City employees with opportunities to pursue new job positions and grow their careers within the City. Our Workforce Development team is pleased to partner with SEIU on the launch of a new SEIU Work Training Program. This program provides participating employees with up to 8 hours per week of paid release time to attend classes to fulfill minimum qualifications for a City position they aspire to attain.

For more information, visit: <https://sfdhr.org/seiu-work-training-program>

Career Education Showcase: City College of San Francisco

City College is a valuable partner for our City's career development and apprenticeship programs. City College provides high quality, affordable certificate and degree programs for employees seeking additional education for career growth. To learn more, sign up to participate in City College's upcoming Career Education Showcase:

City College of San Francisco's Career Education Showcase

Wednesday, November 18, 2020

5:00 p.m.- 6:30 p.m.

- Explore CCSF certificate, degree, and apprenticeship programs
- Learn about Spring 2021 classes that fit your schedule
- Classes are FREE for San Francisco Residents!

Register at https://cccconfer.zoom.us/webinar/register/WN_vAcBPiTPtQTIQEyDzTlmc2Q

For more information email outreach@ccsf.edu

Please forward this newsletter and share these training opportunities with your coworkers and staff.

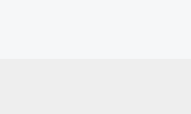
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