



September 2021

Hello,

As more employees return to onsite work and the City's in-person services resume, it is important to set employees up for success in this new year, and keep them motivated and engaged. Giving employees helpful, supportive feedback on their performance and talking to them about their career goals are great ways to keep employees engaged.

This newsletter highlights resources to support an effective performance planning and appraisal (PPAR) process. We also feature some of DHR's many workshops and career development resources that support employees' continued growth and development. Providing team building opportunities and supporting team members to work through conflicts are also important strategies to keep employees engaged. Below is an exciting announcement that DHR's Citywide Peer Mediation Program is ready to take on cases.

Please stay healthy and safe, and reach out to our team at wd.dhr@sfgov.org as we can support your departmental efforts.

Julia Fong Ma

DHR Workforce Development Director

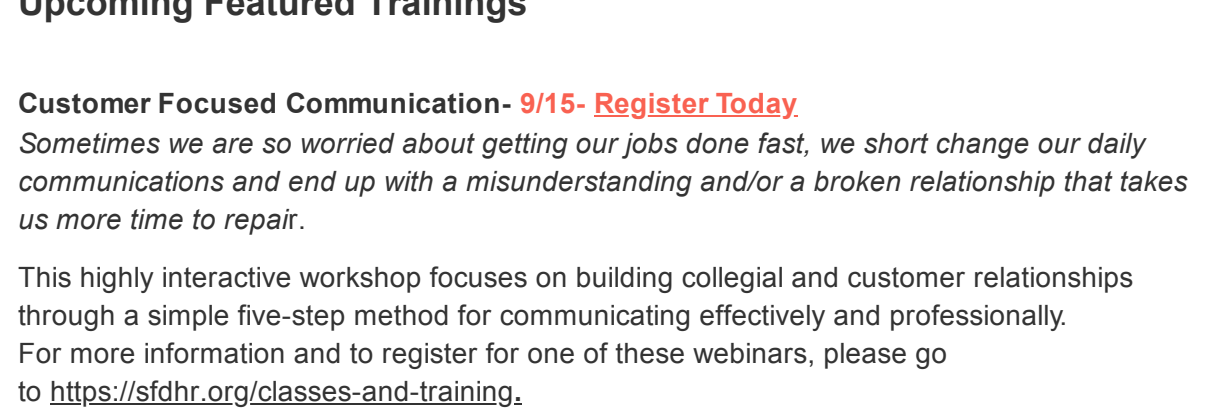
Important Links

- [Access to City Employment Program \(ACE\)](#)
- [Job Announcements](#)
- [Classes & Training](#)
- [City University](#)
- [Diversity, Equity & Inclusion Program](#)
- [Diversity Recruitment](#)
- [Workforce Development Page](#)
- [Workplace Online Trainings](#)

Did you know...

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

Updates



Upcoming Featured Trainings

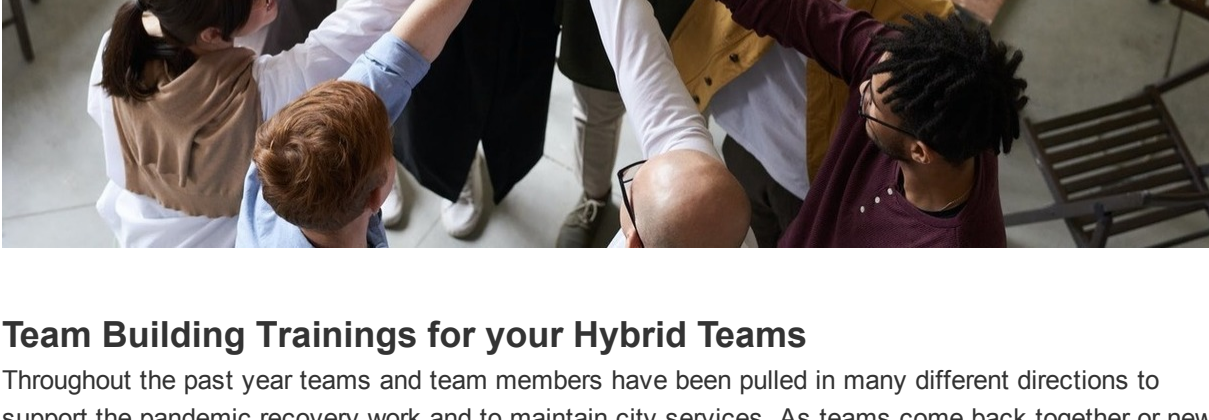
Customer Focused Communication- 9/15- [Register Today](#)

Sometimes we are so worried about getting our jobs done fast, we short change our daily communications and end up with a misunderstanding and/or a broken relationship that takes us more time to repair.

This highly interactive workshop focuses on building collegial and customer relationships through a simple five-step method for communicating effectively and professionally. For more information and to register for one of these webinars, please go to <https://sfdhr.org/classes-and-training>.

Emotional Intelligence- 10/5-10/6- [Register Today](#)

Emotional intelligence (EQ) is one of the most important skills we possess. Employees who develop their EQ skills can more effectively communicate, handle stress well, make good decisions, handle conflict productively, work in teams, respond flexibly to change, and provide top performance.



Team Building Trainings for your Hybrid Teams

Throughout the past year teams and team members have been pulled in many different directions to support the pandemic recovery work and to maintain city services. As teams come back together or new team members join your team, here are a few team building workshops to consider:

Training for On-site or Virtual Teams

- **Building Better Teams with DISC:** Learn about team members' different behavioral styles and learn to flex your own style to work better with others. This fun and useful workshop is great for groups and newly formed teams.
- **The 5 Behaviors of a Cohesive Team:** Work more effectively together by exploring trust, conflict, commitment, accountability and results within your team. This workshop is for teams ready for a deeper level of exploration to improve their teamwork.
- **Respect in the Workplace:** Learn tools to positively interact with co-workers in the workplace to create an environment of trust and respect. Discuss team expectations and behaviors with your team members to help create a respectful workplace.

Please reach out to Ishani.Baruah@sfgov.org to learn about how we can customize a workshop for your needs.

Online Trainings for managing your Hybrid Teams

Managers & Supervisors connect, share and strategize on best practices to adjusting to our new work environment in one of our upcoming free one hour webinars for supervisors and managers:

- **Setting Up Your Hybrid Teams for Success- 9/17- 10 a.m.- [Register](#)**
How does building a strong team shift when people are working both on and off site? Brainstorm across departments and share best practices to cultivate a more engaged and equitable hybrid team.
- **Managing with an Equity Mindset- 9/10 - 11 a.m.- [Register](#)**
Share tips, tools, and curated resources to help you manage with an "equity lens" as you continue to support the social and emotional needs of your team while at the same time helping them be productive at work.

Calling all Managers... It's PPAR TIME!

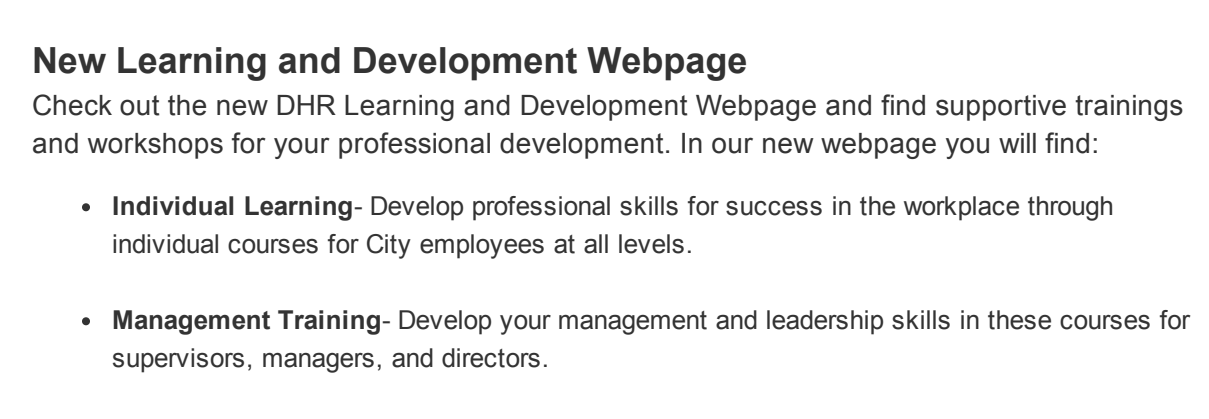
Attend these webinars and workshops to learn how to write effective Performance Planning and Appraisals as you continue to lead and support your teams.

Performance Planning & Appraisals FREE WEBINAR- 9/14- 9 a.m.- 10:15 a.m.- [Register](#)

- Understand the City's planning process and expectations for PPARs - This webinar will review the structure and tools to provide effective performance plans and appraisals.

PPAR Review: The Performance Plan & Appraisals- 9/28- 8:30 a.m.- 12:30 p.m.- [Register](#)

- Learn how to manage performance by establishing clear expectations and reviewing the work that was done through appraisals.
- The PPAR conversation provides supervisors with a great opportunity to ask team members about their career goals and identify ways to support their career journey through the City. The [PPAR template](#) includes a section where the supervisor can list professional development opportunities including [training workshops](#) and courses through [City University](#) that can help support employees' education and career development.



New Learning and Development Webpage

Check out the new DHR Learning and Development Webpage and find supportive trainings and workshops for your professional development. In our new webpage you will find:

- **Individual Learning**- Develop professional skills for success in the workplace through individual courses for City employees at all levels.
- **Management Training**- Develop your management and leadership skills in these courses for supervisors, managers, and directors.
- **Organizational Development**- Strengthen team and organizational culture through customized workshops and learning pathways.

Please feel free to browse the [new webpage](#) and look forward to seeing you in a future training.

Now Accepting Nominations for Emerging City Leaders Program!

DHR is excited to announce the 4th annual Emerging City Leaders Program this Fall!

This program provides leadership development for non-MEA managers represented by Local 21 or other organizations. We welcome nominations from all City departments for managers representing a diversity of experiences and backgrounds.

The Emerging City Leaders Program (ECL) is ideal for managers who are interested in strengthening their ability to communicate effectively with multiple audiences, and support team members through effective coaching and conflict management techniques. Participation in the program also provides a valuable opportunity for managers to network with peers across the City.

Please visit our webpage for information on the schedule and application requirements. Deadline for completed nomination forms is September 20, 2021.

<https://sfdhr.org/emerging-city-leaders-workshop-series>

Upcoming Trainings

Customer Focused Communication
9/15 - 8:30 a.m. - 12:30 p.m.- [Register](#)
11/3 - 8:30 a.m. - 12:30 p.m.- [Register](#)

Emotional Intelligence
10/5+ - 8:30 a.m. - 12:30 p.m.- [Register](#)

Growing Your Career FREE WEBINAR Series
9/16- 2 p.m. - 3 p.m.- "Updating Your Resume"- [Register](#)
10/21- 2 p.m. - 3 p.m.- "Exams and Interviews"- [Register](#)

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

Managing with an Equity Mindset FREE WEBINAR
9/10- 10 a.m.- 11 a.m.- [Register](#)

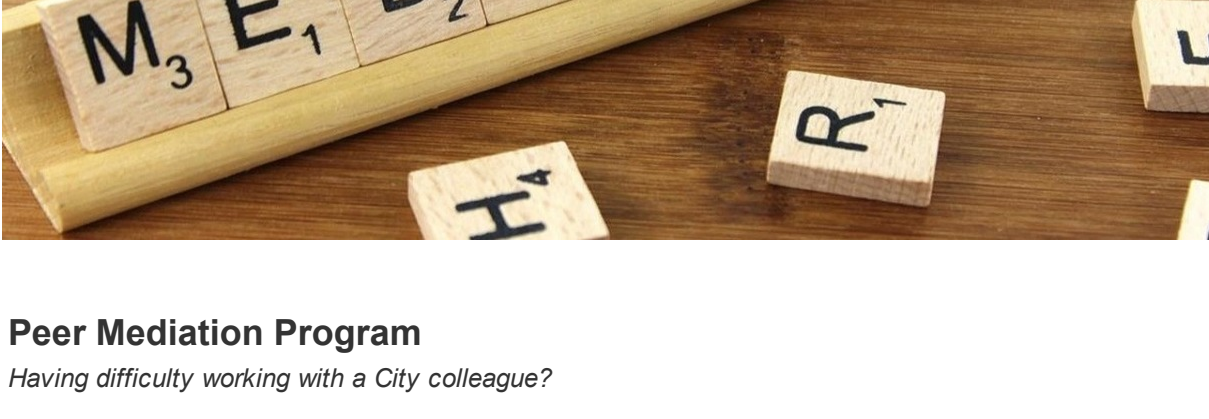
Performance Planning and Appraisals Training
9/28- 8:30 a.m.- 12:30 p.m.- [Register](#)

Performance Planning and Appraisals FREE WEBINAR
9/14- 9 a.m.- 10:15 a.m.- [Register](#)

Setting Up your Hybrid Teams for Success FREE WEBINAR
9/17- 9 a.m.- 10 a.m.- [Register](#)

24 PLUS for Supervisors & Managers
[See Schedule](#)

Program Spotlight

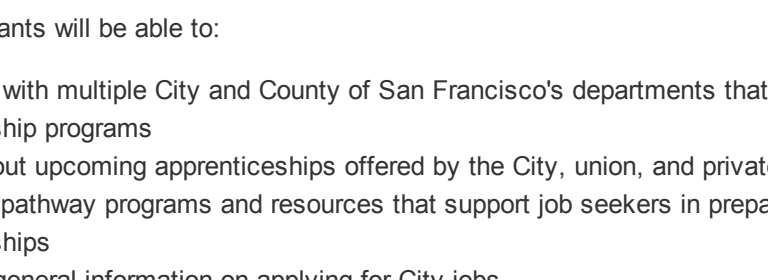


Peer Mediation Program

*Having difficulty working with a City colleague?
Looking for solutions to a workplace conflict?*

Try the Peer Mediation Program, a new resource to help City employees resolve workplace conflicts at the lowest level possible. DHR has trained its first cohort of City employees who have volunteered to serve as peer mediators. They are ready to help you work through conflict by mediating a supportive, confidential conversation between you and your colleague. The goal of the program is to help colleagues work better together and create a more positive, healthy and inclusive work environment for all City employees. Participation in the Peer Mediation Program is voluntary.

To learn more, visit the [Peer Mediation Program website](#) or contact our Program Manager, Joyce Ganthavorn, at joyce.ganthavorn@sfgov.org or 415-557-4988.



Save the Date: ApprenticeshipSF Career Fair- September 28

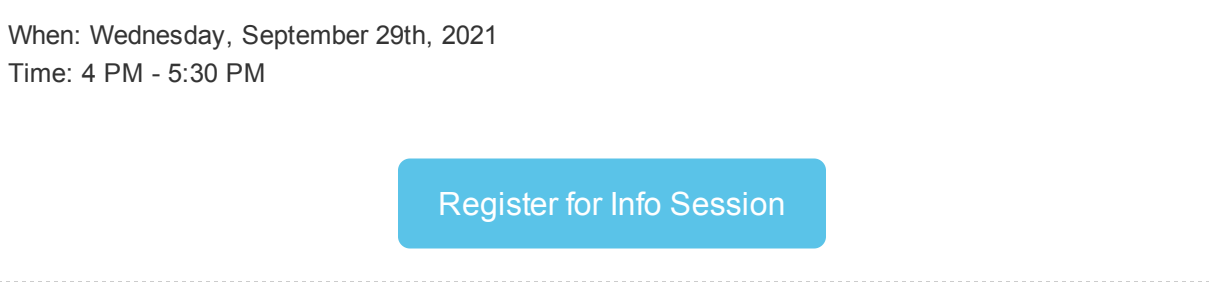
The City and County of San Francisco's Department of Human Resources will be hosting a virtual Apprenticeship Career Fair on September 28, 2021, from 11am - 2pm.

Interested participants will be able to:

- CONNECT with multiple City and County of San Francisco's departments that host apprenticeship programs
- LEARN about upcoming apprenticeships offered by the City, union, and private sector partners.
- EXPLORE pathway programs and resources that support job seekers in preparing for apprenticeships
- RECEIVE general information on applying for City jobs

For more information please contact DHR.ApprenticeshipSF@sfgov.org

[Register to Attend the Career Fair](#)



How to Apply for Jobs using Smart Recruiters Info Session- 9/29

DHR is excited to support the career journeys of City employees by providing career development information and resources. Join our Diversity Recruitment Team in their upcoming information session on how to apply for City jobs using the new SmartRecruiters job application platform. Existing employees and community jobseekers are invited to come learn about the City's simplified application process and added benefits for job seekers using the new platform.

When: Wednesday, September 29th, 2021
Time: 4 PM - 5:30 PM

[Register for Info Session](#)

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

wd.dhr@sfgov.org

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