



- April 2021 -

Hello,

One year ago, our City began a period of tremendous change and uncertainty with the COVID-19 pandemic. During this difficult year, DHR's Workforce Development Division innovated our services and programs to meet the new realities facing the City.

As our public health continues to improve and our City plans for reopening, the Workforce Development team stays committed to meeting the evolving needs of the City's workforce. This includes the need for team building that reconnects employees, and trainings that strengthen positive workplace culture. This also includes the ongoing need to support supervisors and managers as they adjust their leadership practices to match the everchanging City context. Lastly and most importantly, this includes the need to keep diversity, equity, and inclusion front and center in all of our Workforce Development efforts, particularly as horrific acts of violence impact our communities of color.

Our hearts go out to our Asian American and Pacific Islander colleagues who are experiencing fear and anxiety due to the escalation of violence in the community. And we are painfully aware that other BIPOC colleagues and community members continue to face racism and violence in their daily lives. Below we have compiled resources to increase employee awareness about racism impacting the Asian and Pacific Islander communities, and resources to support employees to be allies for each other. This newsletter also highlights various programs and services DHR Workforce Development offers to support positive workplace culture, supervisor & manager skill building, and diversity, equity and inclusion. Our updated [Workforce Development webpage](#) provides a comprehensive overview of our efforts.

Anti-Asian Violence and Allyship Resources

- Visit the City's [Stand Together SF webpage](#) to find numerous resources and tools to deal with hate violence and discrimination.
- A number of community organizations like [Stop AAPI Hate](#) and [Asian Americans Advancing Justice](#) are leading efforts to organize communities against hate toward Asian American and Pacific Islander communities, and to create a more just and equitable society for all.
- There has been a long history of racism against API people in this country. Watch this [PBS documentary series](#) to learn more.
- Participate in this free, one-hour, interactive online [Bystander Intervention Training](#) to learn how to intervene when you see incidences of hate occurring.
- This [NPR Article](#) provides several other ideas on how to help combat Anti-Asian violence, and highlights numerous other community organizations leading this work.

Please stay healthy and safe, and reach out to our team at wd.dhr@sfgov.org if 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](#)

NEW- [Workforce Development Page](#)

Did you know...

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

Updates



NEW Conflict Mediation Training

The Workforce Development team is excited to partner with DHR's Diversity, Equity, and Inclusion Office launching the pilot of the citywide Peer Mediation Program. We have trained the first cohort of 24 Peer Mediators on workplace mediation. This three-day training covers:

- Learning about the dynamics of conflict
- Understanding the primary tasks of an effective mediator
- Practicing techniques to help individuals develop solutions to resolve workplace conflict

As the Citywide Peer Mediation Program pilots its services in the upcoming months with the Airport, the Department of Public Health, Sheriff's Department, and SFMTA, our Workforce Development trainers look forward to providing additional training to support the success of the Peer Mediators. Visit DHR's Citywide [Peer Mediation Program webpage](#) to learn more about this premier program.

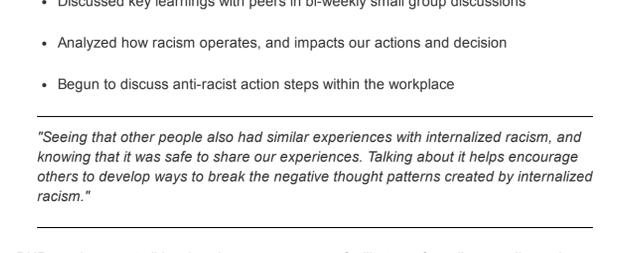
NEW- Growing Your Career Webinar Series

DHR is excited to support the career development and mobility of employees within the City workforce. Participate in our "Growing Your Career Webinar Series," which comprises of free one hour webinars aimed at providing support in:

- **Resume Writing**- Review filling out a City job application and answering the Supplemental Questionnaires
Wednesday, May 12, 2 p.m.- 3 p.m. - [Register](#)
- **Applying for a City Job**- Understand the difference between appointment types, setting job alerts and the master application
Wednesday, June 2, 2 p.m.- 3 p.m.- [Register](#)
- **Interview Skills**- Learn best practices for interviews and oral exams.
Wednesday, June 23, 2 p.m.- 3 p.m.- [Register](#)

City employees at all levels, especially employees in temporary and entry level positions, are encouraged to participate in this free series. We will continue to offer webinars monthly to provide you the tools to continue to build your careers here in the City.

[Register](#) here, and if you have any questions please feel free to email wd.dhr@sfgov.org.



NEW- Supporting your Team's Racial Equity Work: 21 Day Racial Equity Challenge

Since September 2020, the Workforce Development team has partnered with DHR's Racial Equity Workgroup to pilot a 21 Day Racial Equity Challenge for DHR employees. Utilizing the 21 Day Challenge developed by the Michigan League of Public Policy, DHR employees have:

- Learned about racial equity concepts like structural racism, white supremacy, and intergenerational trauma
- Discussed key learnings with peers in bi-weekly small group discussions
- Analyzed how racism operates, and impacts our actions and decision
- Begun to discuss anti-racist action steps within the workplace

"Seeing that other people also had similar experiences with internalized racism, and knowing that it was safe to share our experiences. Talking about it helps encourage others to develop ways to break the negative thought patterns created by internalized racism."

DHR employees at all levels volunteer to serve as facilitators of small group discussions. Workforce Development trainers share facilitation skills with the volunteers who learn to hold space for meaningful small group discussions with their peers. This is a program model that can be replicable in other departments. If you are interested in learning more about DHR's 21 Day Challenge program, contact Julia.F.Ma@sfgov.org for more information.



Connect and Recalibrate your Skills in our Free "Managing Remote Teams" Webinars

"...the activities in the webinar gave me some new tricks & tips for virtual team building. Also, seeing that it's not just me or my team but various folks are facing similar challenges and we are in this together is comforting."

- Participant, Facilitating Virtual Meetings

You are not alone in this work! Join other City supervisors and managers in the Managing Remote Team Webinars to discuss and share best practices and brainstorm strategies to continue to engage and support your team.

- "Facilitating Virtual Meetings"- [4/16](#)
- "Managing with an Equity Mindset"- [4/23](#) or [5/14](#)

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

5/7 - 8:30 a.m. - 12:30 p.m.- [Register](#)

Emotional Intelligence

6/15+ - 8:30 a.m. - 12:30 p.m.- [Register](#)

Growing Your Career Webinar Series

5/12 - 2 p.m. - 3 p.m.- [Register](#)

6/2 - 2 p.m. - 3 p.m.- [Register](#)

6/23 - 2 p.m. - 3 p.m.- [Register](#)

Lead to Succeed

5/25- 8:30 a.m.- 12:30 p.m.- [Register](#)

Managing Implicit Bias

4/27- 8 a.m.- 12:30 p.m.- [Register](#)

6/22- 8 a.m.- 12:30 p.m.- [Register](#)

Managing Remote Teams

4/16- 10 a.m.- 11 a.m.- "Facilitating Virtual Meetings"- [Register](#)

4/23- 10 a.m.- 11 a.m.- "Managing with an Equity Mindset"- [Register](#)

5/7- 9 a.m.- 10 a.m.- "Managing with an Equity Mindset"- [Register](#)

5/14- 9 a.m.- 10 a.m.- "Facilitating Virtual Meetings"- [Register](#)

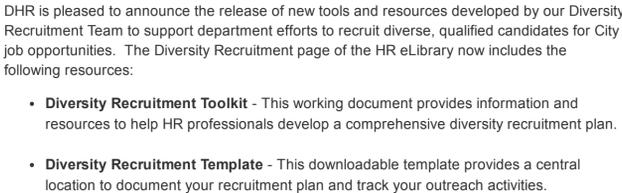
Presenting to Boards and Commissions: Clarity, Composure, and Courage

6/8- 8:30 a.m.- 12:30 p.m.- [Register](#)

24 PLUS for Supervisors & Managers

[See Schedule](#)

Program Spotlight



Resources to Support Diversity Recruitment

DHR is pleased to announce the release of new tools and resources developed by our Diversity Recruitment Team to support department efforts to recruit diverse, qualified candidates for City job opportunities. The Diversity Recruitment page of the HR eLibrary now includes the following resources:

- **Diversity Recruitment Toolkit** - This working document provides information and resources to help HR professionals develop a comprehensive diversity recruitment plan.
- **Diversity Recruitment Template** - This downloadable template provides a central location to document your recruitment plan and track your outreach activities.
- **Access to City Employment (ACE) Standard Operating Procedures** - This resource available on our ACE eLibrary page provides guidance to City Departments interested in providing employment opportunities for persons with disabilities through participation in the ACE program.
- **Career Events Webpage** - This new webpage highlights a number of career events that DHR and/or other departments will be hosting for jobseekers in the community. The Diversity Recruitment Team is happy to partner with other City departments to promote their career events on this webpage.

Contact porsche.bunton@sfgov.org for more information about these resources, or to get involved in our Citywide Diversity Recruitment Workgroup. Visit our [Diversity Recruitment Webpage](#) for more information.

Welcome to our New ApprenticeshipSF Lead

DHR would like to introduce our new ApprenticeshipSF Lead Analyst, Chris Reyes!

Chris joins us from the Office of Economic and Workforce Development's CityBuild Program where he served as an Employment and Training Specialist. Chris is a US Air Force Veteran, 3rd generation San Francisco native, and resident of Visitation Valley. He has over 12 years of experience developing and implementing services for disconnected populations, in partnership with community-based organizations, local unions, local government, policy makers, businesses and education/training institutions

Chris has a Master's in Public Administration with an emphasis in Community & Economic Development. Chris is an active member of the SF Latino COVID-19 Task Force's Employment and Economic Development Committee. In his free time, Chris plays the conga drums with his 19-month-old son Chris Jr. and they both create rhythms for his wife to practice her Zumba moves.

We are excited to welcome Chris to our DHR Workforce Development team! He will be meeting with departments, labor partners, apprentices, and other stakeholders in the upcoming weeks to identify current strengths and opportunities for growth for the City's apprenticeship programs.

To send a welcome message or get in contact with the ApprenticeshipSF Program please contact Chris at Chris.Reyes@sfgov.org. Visit our ApprenticeshipSF webpage to learn more about the program.



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

wd.dhr@sfgov.org

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