



NEWS TO KNOW & GROW

Learning & Development Bimonthly Newsletter

Good morning,

The DHR Workforce Development team would like to start off by thanking all of the front line staff, first responders, and disaster service workers (DSWs) who are leading the way in supporting the City through this unprecedented time of COVID-19. We recognize there are so many in our City who are relying on the services and care that you are providing.

This past quarter, in addition to serving as DSWs at the City's Emergency Operations Center, our Workforce Development team has focused on innovating our trainings to respond to the changing needs of the City's workforce. Although we cannot offer our excellent in-person workshops due to the pandemic, we have created and modified our courses into dynamic, virtual learning experiences. We are excited to offer:

- **NEW- Working from Home: Strategies to Navigate Uncertainty Webinar**
- **NEW- Managing Remote Teams Webinar**
- **NEW ONLINE FORMAT - Managing Implicit Bias**
- **NEW ONLINE FORMAT - 24 PLUS for Supervisors & Managers**

As we enter this new year, we are committed to increasing our menu of high quality virtual learning opportunities that will build employees' and supervisors' skills, and help them stay connected to colleagues.

Please feel free to reach out to our Workforce Development team at wd_dhr@sfgov.org to discuss ways we can support your learning and development needs in these unusual times.

Please stay safe and healthy!

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](#)

Did you know...

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

Updates

Tell Us! What are Your Learning & Development Needs?

Our work environments have greatly shifted and our learning and development needs may shift as well. Please take a few minutes to take this quick survey telling us how the DHR Workforce Development Team can best support your evolving learning and development needs.

[Take the Survey](#)

NEW ONLINE FORMAT- Managing Implicit Bias

In the newly modified half day, instructor-led virtual training, increase your awareness of how implicit bias can unconsciously impact your thoughts, attitudes, language, and behavior. Learn strategies to foster a more equitable, inclusive workplace for all employees. We launched this dynamic, interactive, virtual training with SFPD officers in July, and have received great feedback!

Benefits Include:

- Define bias, diversity, equity, and inclusion and understand how these may influence your decision-making.
- Reflect on your own experiences and how bias can impact our daily lives.
- Learn tools and strategies to address bias and create equity and inclusion.

Upcoming Training Dates & Times

- Tuesday, 9/22- 8 a.m.- 12:30 p.m.
- Wednesday, 10/14- 8 a.m.- 12:30 p.m.
- Tuesday, 11/10- 8 a.m.- 12:30 p.m.

[Enroll Now](#)

NEW ONLINE FORMAT- 24 PLUS for Supervisors and Managers*

In the new online training format, learn how to give appropriate support and direction aligned to your employees' needs. Understand the City's formal processes for performance management, and discuss how you can effectively set expectations, coach, and provide feedback, whether you are supporting a virtual workforce, or providing daily on-site supervision to your essential workers. The five-week 24-PLUS Online performance management program blends self paced online learning with instructor-led virtual sessions.

After an initial online orientation, participants complete self-paced training modules each week to prepare for weekly instructor-led online sessions, where they are able to apply the learning using case studies and their own situations.

*Training is intended for supervisors or managers that have at least one direct report.

Upcoming Training Sessions:

- September Session- 9/4, 9/11, 9/18, 9/25, 10/2- [ENROLL NOW](#)
- October Session- 9/30, 10/7, 10/14, 10/21, 10/28- [ENROLL NOW](#)

NEW ONLINE WEBINAR- "Working from Home: Strategies to Navigate Uncertainty" Webinar

Employees may face challenging realities when they telecommute, such as feeling disconnected from coworkers, needing to set boundaries between work life and home life, and struggling with technology from home. We are pleased to offer this free one-hour webinar to share guidance on mastering tools and technology, information on how to maintain good communication with your team, and advice on establishing a healthy work-life balance. Most importantly, this webinar helps remote employees feel more connected to each other as participants share the ups and downs of telecommuting.

Benefits Include:

- Hear from others about challenges while working from home.
- Explore best practices using tools and technology.
- Gain strategies to improve communication and connectedness with team.

Upcoming Webinar Dates & Times

- Wednesday, 8/17- 11 a.m.- 12 p.m.
- Thursday, 9/8- 10 a.m.- 11 a.m.

[Enroll Now](#)

NEW ONLINE WEBINAR- Managing Remote Teams

These free, one-hour webinar sessions provide managers and supervisors across various departments an opportunity to discuss best practices and strategies on how to support and manage remote teams effectively. Our City's "new normal" is challenging supervisors and managers in new ways. Network and learn from peers in these virtual sessions so you do not have to struggle alone to define new supervision styles for a remote workforce.

Benefits Include

- Hear from others about managing staff working from home.
- Explore best practices for setting one on one meetings and team meetings.
- Gain strategies to improve communication and connectedness with your team.

Upcoming Webinar Dates & Times

- "The New Workplace" Friday, 8/21- 9 a.m.- 10 a.m.
- "Maintaining Communications" Friday, 8/28- 10 a.m.- 11 a.m.
- "Facilitating Virtual Meetings" Friday, 9/4- 10 a.m.- 11 a.m.

[Enroll Now](#)

NEW ONLINE TRAINING- Return to Work on SF Learning

Check out DHR's new online Return to Work training module, available now in [SF Learning](#). Created by our talented Instructional Design team, this new module reviews important health and safety reminders for City employees returning to the workplace during Covid-19.

Upcoming Trainings

Customer Focused Communication

[11/3](#)- 8:30 a.m.- 12:30 p.m.

Managing Implicit Bias

[9/22](#)- 8 a.m. - 12:30 p.m.

[10/14](#)- 8 a.m.- 12:30 p.m.

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

Managing Remote Teams

[8/21](#)- 9 a.m.- 10 a.m.

[8/28](#)- 10 a.m.- 11 a.m.

[9/4](#)- 10 a.m.- 11 a.m.

[9/11](#)- 9 a.m.- 10 a.m.

[9/18](#)- 10 a.m.- 11 a.m.

Working from Home: Strategies to Navigate Uncertainty

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

[9/8](#)- 10 a.m.- 11 a.m.

[9/21](#)- 11 a.m.- 12 p.m.

24 PLUS for Supervisors & Managers

[See Schedule](#)

Program Spotlight

DHR's Workforce Development team is proud to continue to run vital programs that provide opportunities for diverse, talented individuals to join the City's workforce. Below highlights the efforts of the Access to City Employment (ACE) and Apprenticeship programs during the pandemic:

ACE Program provides expedited hiring of essential workers for DPH emergency operations:

Despite the City's Public Health Orders that stopped many City operations, including most hiring processes, the DHR Workforce Development team continued to bring new workers into the City to meet pressing needs for essential workers during the pandemic.

Our Diversity Recruitment Team, under Porsche Bunton's leadership, has been proud to support DPH's hiring of essential workers through our Access to City Employment (ACE) program. Over the past four months, we facilitated an expedited hiring process for ACE candidates under Rule 115 of the City Charter. This was crucial for DPH because it enabled Laguna Honda Hospital and Zuckerberg SF General to fill critical positions that are vital in providing the best care possible for COVID positive patients.

For more information on our ACE Program please go to: <https://sfdhr.org/access-to-city-employment>

ApprenticeshipSF continues to draw diverse candidates for essential work in the Skilled Crafts and Trades:

City workers in the Skilled Crafts and Trades are essential to maintaining the City's overall infrastructure in times of emergency, yet the City continues to struggle to fill these critical positions.

During the pandemic, DHR's ApprenticeshipSF program has continued to outreach to diverse candidates with the assistance of non profit partners including JVS, YMCA, and Tradeswomen Inc. As a result, we succeeded in receiving over 80 qualified applications from diverse candidates for the Automotive Machinist apprenticeship position posted in early July. 89% of exam participants passed and were invited to Zoom interviews conducted in early August.

Under Margot Reed's leadership, ApprenticeshipSF has grown in its depth and breadth of programs. Participants have the opportunity to "learn and earn" as they begin new careers in the skilled crafts and trades. In this new fiscal year, Margot has accepted a promotional opportunity with SFMTA as their Apprenticeship Program Manager. DHR is deeply grateful to Margot for her dedication and hard work in providing career pathway opportunities for women, people of color, youth, and other vulnerable members of our community.

For questions regarding ApprenticeshipSF, please visit <https://sfdhr.org/what-apprenticeship> or contact DHR's Talent Acquisition and Career Pathways Manager, Jason Yamamoto, at Jason.Yamamoto@sfdhr.org.

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

wd_dhr@sfgov.org

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