

Here's what people are saying about Redwood City's Employee Development Programs...

"Over four hundred employees have participated in the *Respect at Work* training you designed for us. The training has generated excellent reviews. People appreciate being reminded of the City values. This training gives everyone an opportunity to discuss exactly what respectful behavior is. My favorite comment was from a Community Services Manager, who said: "This is the first time this topic has been presented in a way that doesn't insult the intelligence of the audience." Thank you for an excellent job on the design of this training!"

- **Regina Maurantonio**,
Employee Services
City of Mountain View

"Thank you. There was even more positive effect than you would have guessed. My relationship with my own boss has improved as a result of this class."

- **Profiles in Leadership Participant**



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Employee Development Offerings



Come Join Us!

Employee Development Offerings from Redwood City

Programs

Manager Boot Camp – Managers and potential managers attend half-day workshops daily for one week. Workshops cover the entire spectrum of a manager’s job, including recruitment, labor relations, employee development, progressive discipline, presentation skills, and business writing. Topics can also be offered individually, rather than as part of a Boot Camp.

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Praise for Manager Boot Camp:

- “Amazing job by HR. “
- “Great information, presenters, organization, and supporting hand-outs.”
- “Immediately applicable!”
- “Informative; dealt with tough issues.”

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Profiles in Leadership – A six-session program that uses storytelling as a leadership tool, and that uses stories of great leaders to inspire and guide. A 360-degree assessment of leadership competencies from the Center for Creative Leadership and an hour of one-on-one executive coaching is included. Final projects include creating your own legacy for the City and a group project on a real City-wide issue.

Coaching – A hands-on approach to the development of coaches for your organization. Coaches participate in six half-day workshops and between sessions they apply techniques they’ve learned with a coachee partner. One coaching session is observed by a professional coach who provides individual feedback. The program is measured based on pre and post self assessments of coaching skills, and on progress made by coachees.

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“I just wanted to let you know that I am practicing what I learned in class. I started coaching an employee in our Finance Department several weeks ago and I will be coaching one of our dispatchers beginning this coming Monday. I can't believe how much easier things are now that I have completed the coaching class. The class gave me some structure, and a little more confidence in myself... In short, I can relax and enjoy talking with my coachee. While I know that I still have a great deal to learn, I have the tools I need to move in the right direction. I just wanted you to know how much I appreciated being a part of the class.”

- **Linda Masuda**, Senior Analyst, City of Mountain View

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Listening & Communication Skills—A series of workshops on such topics as active listening, conflict resolution, and overall effectiveness as a communicator. Topics can also be offered separately.

Job & Career Skills – A series of workshops covering topics important in succession planning and career pathing—Job finding, interviewing, resume writing, and networking. Topics can also be offered separately.

Workshops

The City of Redwood City can provide customized workshops for your organization on a variety of topics. These include:

✦ **The Manager’s Role in Employee Development**—How and why managers should promote performance and individual improvement.

✦ **Train the Trainer / Facilitation Skills**—Tips and tools for conducting workshops or managing meetings.

✦ **HBDI Overview** – A card sort and team-building activity based on the Herrmann Brain Dominance instrument.

✦ **Creativity** – How to encourage and bring out “Everyday Creativity” in ones’ work and personal life.

✦ **Integrity / Ethics** – What is the right thing to do and how do you do it in various compromising situations?

✦ **Customer Service** – How to provide relentless customer service, even with limited resources.

✦ **Respect at Work** – A values-based approach to creating and maintaining an environment free of harassment and discrimination.

Don’t See What You’re Looking For?

Redwood City can develop customized, interactive training programs and staff retreats on many additional training topics. Additionally, we can contract with vendors and independent facilitators from our network to host workshops in our facilities.