



BrightonSM



BRIGHTON PERFORMANCE &
LEADERSHIP ACADEMY



Performance and Leadership Academy

March 2023 Graduates



Performance & Leadership Academy

The Academy:

- 5-week course
- Response to COVID, leadership turnover, and Great Resignation
- Designed to teach employees:
 - How to build strong teams
 - Continuous process improvement-Lean
 - Deliver exceptional customer service
 - Techniques for leading from any seat
- To Date:
 - **\$135k** in projected annual savings
 - **10** completed projects





Shannon Pollock
Executive Administrative
Assistant
City Manager's Office

- **Pain Point:** The front desk is staffed by multiple admins who get varied questions from residents. They do not always know who to reach out to for a specific item or the person who can answer is not regularly available. This leads to waiting for our residents.
- **Solution:** Developed a shared admin Google Space and Doc that allows questions to be sent instantly to admins and other contacts in the City at once, and also allows for an ongoing resident FAQ that can be referenced for answers.





David Guo
Director of IT
Information Technology
Department

- **Pain Point:** The process and forms required for hiring a new employee were unclear to managers and supervisors. As such, paperwork was often missed leading to IT, Finance, and HR rushing to ensure all items were in place for a person to start.
- **Solution:** Created a central intranet page that includes links to all relevant forms and walks managers and supervisors through the process.





Jordan Tate
Wastewater Treatment
Plant Chief Operator
Utilities Department

- **Pain Point:** The WWTP runs on a 24/7 schedule making it difficult to communicate information across shifts. Supply needs, process changes, and maintenance issues are constantly evolving and can change multiple times between a person's shift.
- **Solution:** Created a centralized white board that is outlined to collect specific information and communicate it from shift-to-shift. Each shift is responsible for updating the white board at the end of their shift to communicate current state to the people coming in for the day.

