

## Performance and Leadership Academy Update

CITY COUNCIL MEETING – September 3, 2024

City Staff Representative:

1

Katheryn Mortensen Manager, Budget and Performance Manager City Manager's Office

## The Academy

- 5-week course
- Designed to teach employees:
  - How to build strong teams
  - Continuous process improvement-Lean
  - Deliver exceptional customer service
     Techniques for leading from any seat
- T . D . . .
  - \$1.1 million in projected annual savings
  - 49 completed projects





Margaret DeMarco
Media Services Coordinator
Communications & Engagement



- Pain Point: The former state of the KBRI-8 studio was disorganized with outdated equipment. Additionally, she was the only person who knew how to operate our public access channel programing system and the system which controls the cameras during council sessions.
- Solution: Created a standard operating procedure that explains how to operate both the Cablecast and Tricater system. Additionally, she reorganized the studio by labeling all equipment and making them more accessible.

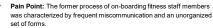


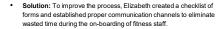
4

6

2

Elizabeth Barczak
Assistant Recreation Coordinator
Parks & Recreation







3



Emma Lane Associate Planner Community Development

- Pain Point: A certain section of the Historic Preservation code dealing with reviewing building permits was convoluted and hard to follow. There were processes in the code that resulted in much error on the staff side as well as the applicant side.
- Solution: Adjustments to the code have streamlined the process and removed arbitrary timeframe requirements. This has led to less confusion for both staff and applicants.





Christian Morales
Senior HR Technician
Human Resources

- Pain Point: The onboarding process was long and complex, requiring manual follow-up and communication waste throughout the hiring of a new employee.
- Solution: Utilized existing software to better a new hire's onboarding progress. This has prevented waste such as rework and streamlined communication between HR and hiring managers as well as the new hire.



5