

# NOTES

TO: Honorable Mayor and City Council Members

FROM: Ann E. Wall, City Manager

DATE: February 24, 2021

SUBJECT: Materials for Your Information

Please find attached the following materials for your information:

1. A memo from Brock Letchworth, Communications Manager, regarding the Greenville Citizens survey
2. A memo from Leah Futrell, Director of Human Resources, regarding upcoming training initiatives

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Attachments



## **Memorandum**

**To:** Ann Wall, City Manager

**From:** Brock Letchworth, Communications Manager

**Date:** February 24, 2021

**Subject:** Greenville Citizens Survey

Distribution of the 2021 Citizens Survey began last week. The purpose of the survey is to identify what the City is doing well and where it needs to improve. Additionally, results can assist the City Council and staff in developing priorities. Previous surveys were conducted in 2013, 2016, and 2018. The current survey was delayed from the fall of 2020 due to COVID-19.

The City has decided to administer this year's survey without the assistance of a third party to lower the costs. However, the survey will still consist of a thorough evaluation of respondents to ensure that the demographics align with those of the City of Greenville.

The number of questions in this year's survey has also been slightly reduced in response to some of the feedback received during past surveys. Results will be broken down by demographics and compared with previous years to see how well the City is meeting the needs and desires of the residents.

We expect to have the survey completed and results compiled by the end of May 2021.

## Memorandum

TO: Ann E. Wall, City Manager

FROM: Leah B. Futrell, Director of Human Resources 

DATE: February 23, 2021

SUBJECT: **Upcoming Training Initiatives**

The Human Resources Department is committed to ensuring that our organizational training initiatives link to the City's values of:

- **Integrity**
- **Respect**
- **Professionalism**
- **Fairness and Equity**
- **Teamwork**
- **Accountability**
- **Commitment to Service and Excellence**

As part of this ongoing commitment and to ensure we live up to them as an organization, the Human Resources Department will be rolling out some exciting training programs over the next few months. Dr. Kendra Harris, the City's Training and Development Specialist, will take the lead in coordinating and/or facilitating the training.

In March and April, HR will implement City-wide training designed to empower employees in cultivating and maintaining a culture of respect in the workplace, while also focusing on diversity, equity, and inclusion. In May and June, HR will offer a newly-developed course for employees wishing to advance their careers with the City. This course will focus on interviewing skills, presenting oneself with professionalism and sincerity, and fielding questions in a panel interview setting. Participants will receive real-time coaching and feedback while they practice in a simulated interview.

Additional, ongoing training continues to focus on customer service excellence, leadership development, project management, recognizing and defeating unconscious bias, building trust, and having difficult conversations. Training is offered in compliance with COVID-19 safety precautions in online formats and in small group settings that ensure all participants wear masks and maintain social distancing protocols.

Thank you for your continued support of the training and development of all employees. Please let me know if you have any questions regarding these City-wide training initiatives.