



## university

professional development courses designed for any level teaching practical tools and strategies to help make work more efficient, effective, and impactful

### key features

facilitated by  
Urban AI



courses offered  
once a month



optional and open  
to all staff

### monthly professional development

Training sessions are designed for any level, teaching practical tools and strategies to help make work more efficient, effective, and impactful.

These sessions are open to everyone at the City. Whether you're looking to improve your skills or just curious about how to make processes better, you're welcome to join in!

Plus, when you complete a class, it will be added to your professional development record with HR, recognizing your growth and contributions to the City.

### purpose

- ★ Build a culture of improvement
- ★ Giving employees a common language around improvement
- ★ Designed for any level
- ★ Teaches practical tools and strategies to help make work more effective and impactful

### courses

- 1 Defining the Problem:** learn the basics of process mapping, identifying waste and Lean gap analysis tools
- 2 Getting to action:** learn how to identify and prioritize solutions to problems, and develop an action plan to execute solutions
- 3 Measuring what matters:** learn the basics of Results Based Accountability, our framework for developing meaningful KPIs

facilitated by Urban AI, here to guide you every step of the way