



## Legislation Text

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**File #:** 15-0337, **Version:** 1

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### Employee Training

#### SUMMARY:

Proposal received from Eric Benson for training/coaching employees in the following areas:

1. Customer Satisfaction - Addresses Customer Service employees.
2. Teamwork - Workshops customized to address each department.
3. Supervisor - Half day workshops, with additional one on one coaching for employees that have moved from the front line to a supervisory position.

The total cost for approximately 17 workshop presentations and 15 individual coaching sessions is \$11,470.00. The City currently has a total training budget for all departments of \$68,450.00.

#### BUDGET ACCOUNT:

#### NECESSARY COUNCIL ACTION:

Approve training sessions with Eric Benson for all employees for the amount of \$11,470.00.