

# Citywide Training Plan

## Our Mission

We are committed to providing excellence public service and safety to all who live, work and play in our vibrant, tropical, historic community

## Our Vision

The City of Miami Beach will be: Cleaner and Safer; Beautiful and Vibrant; a Unique Urban and Historic Environment; a Mature, Stable Residential Community with the Well Improved Infrastructure; a Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business; while Maximizing Value to our Community for the Tax Dollars Paid.

	Required frequency of Refresher				
	One Time	Annual	2 yrs	3 yrs	5 yrs
<b>Required Courses: All Personnel</b>					
Orientation	x				
Ethics Regulatory	x				
Diversity				x	
Sexual Harassment			x		
Team Building					x
Service Excellence Customer Service Standards				x	
Ethics			x		
<b>Frontline Mandatory Courses</b>					
Employee Academy					x
<b>Supervisory Mandatory Courses</b>					
Supervisor Core Curriculum (see below)	x				
Purchasing Card Procedures			x		

Optional Courses	Maximum frequency for course repeat				
	One Time	Annual	2 yrs	3 yrs	5 yrs
Access				x	
Excel				x	
Outlook				x	
PowerPoint					x
Word					x
EDEN (City's Financial System)					
Performance Management System					
Leadership Program	x				

Supervisory Course Curriculum	
Day 1	Transitioning from Employee to Supervisor
	Communicating in the New Role
	Coaching through Feedback
Day 2	Performance Measurement for Results
	Understanding Departmental Budgets & Work Plans
	Delegating with Empowerment
Day 3	Labor Employee Relations
	Performance Management, Performance Reviews, and Selection Interviewing