Appendix 3 Human Resources / Labour Relations

PP&D Human Resources & Corporate Human Resource Services worked together to implement the following priorities as assigned in September 2020:

Organizational Development & Corporate Training have completed the following:

- Council approved Human Resource Services to receive one additional FTE in the Employee Development Division to support: the creation of two new courses; updating leadership training; the creation of an orientation framework; and the additional workload associated with creating online training to provide increased access to training across the City.
- Implemented a Multi-Level Employee & Leadership Training Program Framework complete with online & virtual training for improved access to new and current leaders across the City. The "Leadership Development Program" framework has been approved after focus group testing with key supervisor stakeholders, which included incorporating feedback to improve the training.
- Created an orientation framework to assist with ensuring supervisory / leadership staff understand expectations in the workplace as they are onboarded into a new supervisor role and or are promoted into a new supervisory position.
- Created Course #1 – "*Working alongside the Public*" that will go live in May 2021. This was completed ahead of schedule.
- Created Course #2 - "Frontline Supervisor" that will be offered virtually starting in May 2021. This was completed ahead of schedule.

Organizational Human Resource Priorities:

- Created the Safe Driver Administrative Standard to ensure all employees understand the expectations related to safe and responsible driving while conducting City business. This will be sent out in April 2021.
- Created the Workforce Management Technology Administrative Standard to provide clear expectations on the responsibilities of accessing technology in the workplace, and what the organization and employees' obligations are when using technology as part of their position with the City of Winnipeg.
- Workplace Culture Assessments have started in the organization. Winnipeg Fire Paramedic Service is the first City department to complete an employee workplace culture assessment. Additional citywide general cultural assessments are being explored as part of citywide Strategic Planning processes.
- Human Resource Services is working in partnership with the University of Manitoba and MITACS Manitoba will complete a city-wide workplace culture assessment focus groups and survey which will be rolled out to all city departments. The project is expected to be initiated in 2021.
- Workplace Restoration work was completed in PP&D to support the immediate needs of staff in the department following the events of April 2019.
- Two Human Resource staff members were approved to attend a Workplace Restoration Course from Queens University: one in 2021, and the other in 2022. This will allow internal resources to assist in the management and recovery of the department during high profile events, and when significant changes are required.
- PP&D Management & HR, and Corporate HR Services worked with the CAO's Office to examine the organizational structural changes needed to improve service delivery and management of the department. Details related to the restructuring within PP&D can be found in Appendix 1 Action Item #4 that the Interim CAO and the PP&D Director prioritize plans to move the department forward. Those changes became effective in 2021.