

Co-Creation Workshop "Skills We Want to Learn"						
Process Improvement	Digital Skills	Customer Service + Community Engagement	Communication + Collaboration	Organization + Time Management	Problem-Solving Methods	Outliers
Developing flow charts/visuals for processes (easy to explain/understand policies)	Tech - Google drive - Collaborate - Current capabilities	How do you motivate employees to reach a higher customer experience	Communications/Feedback	Organization skills	Systems analysis + Feedback loops	\$ - Allocation - Finding - Implementation
Process mapping	How to develop a computer system	Avenues for the departments to get to know each other	Cross division communication & cooperation	TIME: - Streamline - Improvement - Education/Growth - To catch up on proj/issues - Project time management - Collection development/feedback	Problem-solving processes	A resource guide for financials - what are the rules, how does it all work?
Procurement	Microsoft office - Excel - Word - Outlook	Working with the public	Active Listening	Efficiency Organization Time management	Instruction/training on what kinds of policies and ordinances CAN be changed	Change management & Change leadership - What's the difference?
Filtering data/complaints	Basic computer skills	How do you seek feedback from community re: response, outcome, follow-up, etc.	Avenues for the departments to get to know each other	Central project/activity resources for every center		Budget # development/tracking
A usable ERP system	Technology - how to use a SharePoint type site to engage AC and all City staff	Leading user testing	Group facilitation - collaboration cross-department			Additional resources for families who need childcare
Improved registration system for data production -> reports Improved registration and reservation system (customer)	Tech training - video - Excel - social media - budget process	Feedback & customer service - Growth from interaction - Flexibility within roles to give good CS back -> know job above & below	More about how to co-create staff and management w/out intimidation or fear			
Process management	Tech training and social media	Know/understand website to guide clients	Collaboration between depts. - how to make this more effective			
Internal processes - especially related to finance	Social/multimedia use skills		Communicate - with other services - with internal/external - core mission(s) - goals - delegation			
	Excel (formulas, shortcuts, graphs)		Cross-train - open up tasks for all staff to do			

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	Online forms development (user based)		In-depth knowledge of other City Dept functions (Network of contacts)			
	Creating electronic fillable forms		Creating super fun fantastic videos (new hire orientation video)			
	Electronic enrollment forms					
	How to design a good online form					