

MANAGEMENT TRAINING FOR A MUNICIPALITY

CLIENT CHALLENGE

Sikich was asked by a municipality to help fill the management training gap on Family and Medical Leave, Americans with Disabilities, and Workers' Compensation. All three areas can be very challenging to understand and implement. The City knew they needed to train their managers properly for them to understand each other as well as the overlap they can have with each other.

THE SOLUTION

Sikich was engaged to conduct an on-site 3-hour training session with the management staff. The management staff was very engaged and highly involved throughout the training. Participation exceeded the client's expectations. The participants asked many great questions, and many stayed past the 3-hour time frame to continue to discuss the training content. Anticipating this, Sikich built-in 3 follow-up review sessions following the in-person training session to review each topic respectively. The review sessions were used to cover the main points from the in-person training, then walk-through any challenges or questions the staff had on applying the learning on the job. The client thought the management staff very well received our approach.

THE RESULTS

Sikich worked very closely with the client when developing the training to ensure that all of the client's needs were met. The client was hesitant to add the follow-up sessions recommended by Sikich. However, they were appreciative and grateful for the recommendation after the in-person training.

Since the in-person training and review sessions, the client has engaged with the Sikich HR Consulting Team on an hourly on-demand basis to utilize as needed. They much valued the knowledge the trainer had on the subject matter and wanted to keep them on their bench for use in the future. We are also working with them to set up this type of training annually.

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