New Performance & Learning Framework

1. Develop Learning and Development vision, values, mission and strategic priorities
2. Define Learning and Development governance structure, roles, responsibilities policies, processes
3. Align learning programs to core CoH competencies, customer segments and career stages
4. Define technology and tools required to enable the Learning and Development strategy
5. Establish Learning and Development efficiency and effectiveness measures & metrics
6. Integrate the City’s core competencies into the Learning and Development approach
7. Identify resource requirements and track in order to ensure their efficient and effective use