

# INFORMATION REPORT

<b>TO:</b>	Chair and Members Open for Business Sub-Committee
<b>COMMITTEE DATE:</b>	February 27, 2019
<b>SUBJECT/REPORT NO:</b>	Open for Business Future Ready Leadership Program (PED19058) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SIGNATURE:</b>	

## COUNCIL DIRECTION

On November 28, 2012, City Council approved the “*Open for Business Action Plan*” which included three recommendations related to workforce development for a high-performing customer service culture.

On May 20, 2015, the Development Application Approval Process Review (Neville Report) was presented to the General Issues Committee (GIC) which recommended building a stronger leadership culture to instill a strong sense of ownership and empowerment within staff.

On June 8, 2016, City Council approved the 2016-2025 Strategic Plan which prioritizes the ‘Our People and Performance Plan’ and further promotes effective leadership, continuous learning, and performance excellence and accountability.

On February 27, 2018, the GIC received the ‘Our People Survey’ Report (CM18006) which specified the need for increased training opportunities for career advancement for City employees.

## INFORMATION

Leadership development and continuous learning have been deemed critical to the Planning and Economic Development Department’s “*Open for Business*” focus. Current and potential future leaders in Planning and Economic Development need to develop

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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the leadership skills necessary to be able to lead high-performing teams and to create a strong sense of ownership and empowerment amongst their staff.

To build on the success of our Future Ready Leadership Program (FRLP), PED has partnered with Mohawk College Enterprise (MCE) to design and deliver an exciting new learning program entitled “Open for Business Future Ready Leadership”.

The aim of this new program is to develop effective leadership, performance excellence and to promote cross-divisional learning within the Department. Specifically, each participant will be provided with the resources needed to learn how to make effective leadership decisions with the customer in mind.

Participants of the Open for Business Future Ready Leadership Program will learn cross-divisionally about each division’s key business focus areas. In addition, they will learn to utilize the principles of emotional intelligence, how to build relationships with Councillors and customers, help identify opportunities for and barriers against innovation while learning to promote creative and innovative approaches to support an “Open for Business” culture.

The program is being offered in a cohort format to selected applicants in the Planning and Economic Development Department. There will be 10 sessions in total, offered one day per month from April to December 2019 (excluding July and August). All participants must attend and be prepared to actively participate in each of the training sessions and there will be a deliverable project component within the curriculum, chosen by the Departmental Leadership Team.