



**CITY COUNCIL
COMMUNICATION:**

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

98-263

SYNOPSIS –

AGENDA:
JUNE 22, 1998

Approving purchase of a supervisory training program titled "Interaction Management Supervisory Tactics for Effective Leadership" from Development Dimensions International (DDI). Owned by Harcourt Brace, Pittsburg, PA.

SUBJECT:
SUPERVISORY
TRAINING

Approximately 215 Supervisory, Professional, and Management (SPM) level managers and supervisors will attend this 30-hour training program beginning in October 1998. Training will be provided by in-house staff who will complete a Train-the-Trainer course presented by DDI.

TYPE:
RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:
WILLIAM STOWE
HUMAN
RESOURCES
DIRECTOR

FISCAL IMPACT —

The total cost of the supervisory training program is estimated at \$71,700. Of this amount, \$56,609 will be paid to DDI for curriculum licensing and materials, etc. with the balance for consumables used by the City.

RECOMMENDATION —

Approving purchase of a supervisory training program from DDI.

BACKGROUND —

The recommendation to purchase this training program originated out of the Strategic Training Committee' s (STC) report to the City Manager in June 1997. Supervisory training that complements the City' s CQI (Continuous Quality Improvement) initiatives was identified as a priority by the STC. A special survey was conducted with supervisors and selected department directors to determine the specific training needs. Staff then consulted with local training specialists, and

Dr. Robert Gelina of the Center for Continuous Quality Improvement, to identify prospective training vendors.

While consideration was given to several local training providers, the STC concluded that the national experiences of a training consultant who would provide broad multi-sector experiences was valuable to the City. The following five companies were invited to submit proposals: Dale Carnegie of West Des Moines, IA; Achieve Global and Wilson Learning System of Minneapolis, MN; Development Dimension International of Pittsburgh, PA; and the American Management Association of Chicago, IL.

An evaluation committee comprised of representatives from Human Resources, Finance, City Manager's Office, Engineering, Library, and Police reviewed the vendors' initial proposals and narrowed the list to DDI and Achieve Global. These companies then presented a pilot program to the committee. Each committee member rated the programs with DDI receiving the highest group score. DDI also received positive references from several local employers including the Maytag Corporation, Lennox Industries, and Genex/Proxair.

Based on their proposal, presentation, reference checks, and cost, the STC recommends the purchase of the supervisory training program from DDI.