MEMORANDUM

TO: Department Directors

DATE: February 2, 2004

SUBJECT: Service Excellence Training for County Employees

FROM: George M. Burgess
County Manager

I am pleased to announce that the Employee Relations Department and my Senior Staff have developed a new comprehensive Service Excellence program which begins next month. This employee development training initiative focuses on results that matter to our customers. Employees at every level will benefit from Service Excellence training. This approach will ask employees to:

- Learn, commit, and sustain an organization-wide service strategy aligned with the strategic plan;
- View every interaction as an opportunity to deliver service excellence; and
- Develop a reputation for unsurpassed service.

The program kicks off with a full day train-the-trainer workshop on Wednesday, February 11, 2004. This workshop includes instructional guidance on delivering adult workshops, followed by a thorough review of the four modules designed to address Miami-Dade County employees. We have established a goal to train 7,500 employees by July 2004.

Most major departments will be trained by their respective representative(s). Please see the list of department trainers and the application. The Employee Relations Department's Miami-Dade County University staff will coordinate training for all remaining departments. As part of the preparation, all participants in the train-the-trainer rollout will receive all necessary training materials, which includes four PowerPoint modules, interactive activities, a videotaped message, and a full day of instructional training.

Employee development is a key component of our mission, which is "delivering excellent public services that address our community's needs and enhance our quality of life." Strategies defined by our residents, directed by management, and guided by service delivery coaches will enable us to creatively and effectively take on the challenge to face change. The end result will be service delivery excellence achieved one transaction at a time.

Please contact Ms. Connie Butler, Director, Career Development Division, at (305) 375-2473 or bco@miamidade.gov, should you have further questions.

Cont.

Attachments

cc: Assistant County Managers
Departmental Personnel Representatives
ERD Senior Staff

EMPLOYEE RELATIONS DEPARTMENT

Miami-Dade County University
111 N.W. 1st Street, Suite 2110
Miami, FL 33128
Telephone: 375-5654
Fax: 375-4138

Miami-Dade County
MDCU
UNIVERSITY

"Service Excellence" Train-the-Trainer Workshop

APPLICATION

"Delivering excellent public services that address our community's needs and enhance our quality of life."

Last Name First Name	**WORKSHOP DATE** **Wednesday, February 11, 2004** **8:00 a.m. – 5:00 p.m.**
Social Security Number	
Department/Division/Locator # (DDL)	**Location** **Miami International Airport** **Concourse "A"** **4th Level Auditorium**
Work Address	
Work Telephone Number, Beeper or E-mail Address	
Current Classification	/ ( ) Immediate Supervisor's Name and Telephone Number

Supervisor or Authorizing Signature Approval Date

This application serves as confirmation of your attendance to this workshop.
Please return no later than ***Friday, February 6, 2004***, to
Employee Relations Department
Fax (305) 375-4138

1/15/2004

Service Excellence Trainers

Trainers Identified for the 2/11/04, Train-the-Trainer Workshop

NAME	DEPT.	CLASSIFICATION
1. Brown, John	Audit & Management Services	Associate Auditor
2. Braga, Regina	Aviation Dept.	Training Specialist 2
3. Palou, Nora	Building Dept.	Administrative Officer 2
4. Jones, Corey	Community Action Agency	Administrative Officer 2
5. Wesley Jr., Jon	Consumer Services	CSD Mediation Center Supervisor
6. Martinez, Dr. Rafael	Dept. of Human Services	Special Project Administrator 1
7. Fogarty, Walter	Dept. of Procurement	Mgr DPM Vendor Assistance Services
8. De Armas, Omar	Dept. of Solid Waste	Training Specialist 2
9. Cummings-Labossiere, Jeanise	Dept. of Business Development	Mediation Services Supervisor
10. Martin Spencer, Lorna	Dept. of Business Development	MG, DBD Personnel & Procurement Services Manager
11. Robinson, Veronica	Dept. of Business Development	Special Projects Administrator 1
12. Jordhal, Claire	Dept. of Environmental Resources	Engineer 1
13. Hughes, Geneva	Finance Dept.	Finance Personnel Manager
14. Ellis, Miguel	General Services Administration	Group Insurance Specialist
15. Vickers, Warnell	General Services Administration	Loss Prevention Specialist
16. Sookraj, Ralph	Judicial Administration	JA Training Specialist
17. Tarrau, Frank	Metro Miami Action Plan	Asst Dir MLK Leadership Academy
18. Czelusniak, Vernon	Miami-Dade Water & Sewer Dept.	MGR. W & S Training & Development
19. Garrick, Harold	Miami-Dade Water & Sewer Dept.	W & S Employee Safety Development Instructor
20. Armas, Juan	Miami-Dade Housing Agency	Manager MDHA T & D
21. Tennant Jr., Theodore	Miami-Dade Housing Agency	Training Specialist 1
22. Morin, Mayda	Miami-Dade Seaport Dept.	Chief, Seaport Human Resources
23. Cambridge, Andrea	Miami-Dade Transit	Training Specialist 3
24. Healey, Lisa	Miami-Dade Transit	Training Specialist 2
25. Keeney, Sean	Miami-Dade Transit	Personnel Specialist 1
26. Maxwell, Carlos	Office of Strategic Bus. Mgt.	Senior Management Consultant
27. Fields-O'Neale, Valerie	Park & Recreation	Training Specialist 2
28. Lindley, Bill	Park & Recreation	Manager Park & Recreation T&D
29. Lampley, Gloria	Property Appraisal	Property Appraisal Projects Administrator
30. Casaday, Gail	Public Works	Training Specialist 3
31. Grant, Teresa	South Florida Employment & Training	Personnel Specialist 3
32. Avalos, Lourdes	Team Metro Dept.	Team Metro Customer Relations Manager
33. Delgado, Mercedes	Team Metro Dept.	Training Specialist 2

1/27/2004

Service Excellence

Train-the-Trainer Workshop
February 11, 2004
Miami International Airport – Concourse "A"

Agenda

8:00 a.m.	**Session I**	Welcome	MDCU Staff
		Introductions	
		Program Overview	MDCU Staff
		Strategic Initiatives	Kathy Brooks (OSBM)
		Latest Training Techniques and Tips	Maxine Kamin (Barry University)
		MORNING BREAK	
		Latest Training Techniques and Tips - Cont.	Maxine Kamin (Barry University)
Noon		**LUNCH**	
1:00 p.m.	**Session II**	Train-the-Trainer Workshop Overview	MDCU Staff
		Train-the-Trainer Workshop Objectives	MDCU Staff
		Review of Workshop Modules	MDCU Staff
3:15 p.m.		**AFTERNOON BREAK**	
3:30 p.m.	**Session III**	Program Logistics	MDCU Staff
		Scheduling	MDCU Staff
		Forms	MDCU Staff
		Reporting Procedures	MDCU Staff
4:45 p.m.	**Session IV**	Wrap-up	MDCU Staff
		Q & A	MDCU Staff
		Workshop Evaluation	MDCU Staff

1/27/2004