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ITEM

**CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
DECEMBER 6, 2016 AGENDA**

Subject:	Type:	Submitted By:
PERFORMANCE MANAGEMENT CONSULTANT	◆ RESOLUTION ORDINANCE RECEIVE/FILE	KEVIN L. POKORNY DIRECTOR OF ADMINISTRATIVE SERVICES

SYNOPSIS

A resolution has been prepared to approve an agreement with Management Education Group, Inc. for professional consulting services related to management training and calibration processes outlined in the performance management system in an amount not to exceed \$21,000.00 plus travel expenses.

FISCAL IMPACT

The FY17 General Fund budget contains funding for this project.

RECOMMENDATION

Approval

BACKGROUND

An internal employee group looked at evaluation systems and instruments from several other cities and through its research discovered that the Management Education Group, Inc. has led a number of cities through the process of aligning a City's strategic plan and core values with the day-to-day activities of staff and ultimately reinforcing performance expectations through the performance management process. A major component of creating a successful performance management system is supervisor and employee training, which is a specialty of the Management Education Group, Inc.

The foundational training for supervisors and employees was held February 23-26, 2016. This focused on the one-on-one communications between the supervisor and the employee. The proposal presented will develop the supervisor's abilities on preparing, presenting and calibrating individual evaluations. This proposal will also provide continued on-going training via webinars. With this training, the City will have come full circle in improving the evaluation process.

Attached you will find the Group's proposal outlining the consulting and training services for La Vista, as well as course outlines for the supervisor and employee training.

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA, APPROVING AN AGREEMENT WITH MANAGEMENT EDUCATION GROUP, INC. FOR PROFESSIONAL CONSULTING SERVICES RELATED TO MANAGEMENT TRAINING AND CALIBRATION PROCESS RELATED TO PERFORMANCE MANAGEMENT SYSTEM IN AN AMOUNT NOT TO EXCEED \$21,000 PLUS TRAVEL EXPENSES.

WHEREAS, the City Council of the City of La Vista has determined that the selection of a consultant for redefining the City's performance management system is necessary; and

WHEREAS, the FY17 General Fund budget includes funding for this project; and

WHEREAS Subsection (C) (9) of Section 31.23 of the La Vista Municipal Code requires that the City Administrator secures Council approval prior to authorizing any purchase over \$5,000.00.

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Council of La Vista, Nebraska do hereby approve an agreement with Management Education Group, Inc. for consulting services related to management training and calibration process related to performance management system in an amount not to exceed \$21,000 plus travel expenses.

PASSED AND APPROVED THIS 6TH DAY OF DECEMBER, 2016.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Buethe, CMC
City Clerk

Performance Management Training and Calibration Processes

Proposal offered to
City of La Vista, Nebraska

November 7, 2016

Mandy Garrod, CMC
Human Resources Manager
Deputy City Clerk
City of La Vista

Dear Ms. Garrod,

It is my pleasure to submit this proposal to the City of La Vista for performance management training and calibration processes. Based on conversations with you, as well as with Marnie Green, we have developed the following plan to continue to support you and your management team.

Proposal Summary

In 2015 and 2016 we provided consulting to the city's leadership and performance management teams to establish a new system for managing employee performance. Foundational training to launch this effort was provided to supervisors and employees in early 2016. The services offered in this proposal continue to support those efforts through performance evaluation training, rating calibration sessions, and on-going training webinars.

Implementation Options and Costs

To ensure full implementation of the performance management system that was initiated in early 2016, we propose the following:

- Conduct half-day workshop for supervisors/managers in February 2017 on writing the evaluation, rating performance, and delivering the performance evaluation
 - Timeframe: three sessions – on-site for two days
- Conduct the calibration sessions in March 2017
 - Timeframe: two days of facilitated sessions with supervisors and managers

- Once the calibration is done, managers and supervisors will then have performance evaluation conversations with employees
- Present the Painless Performance Conversations and several modules of the Painless Performance Evaluations webinar series to supervisors and managers at intervals before and after the training to build management skills. We recommend you assemble groups of managers, show a recording, and then facilitate the discussion using the discussion guides. Doing one of these a month between now and next February will keep the principles presented in the training front-of-mind and give you an opportunity to continue to reinforce the principles of performance management. Detailed information about the webinars can be found on our website at: <http://managementeducationgroup.com/resourcelist/>

Our fee for the training, facilitation of calibration sessions, and one year license of the two webinar series is \$21,000 plus travel expenses.

Materials and Logistics

The Management Education Group, Inc. will supply a master copy of the handouts for each training session to the City of La Vista at least one week prior to the training session. Training materials developed for this assignment are the property of the Management Education Group, Inc. and may not be reproduced without the expressed consent of Marnie E. Green, Principal Consultant. Should the City of La Vista desire to reuse the training materials in the future, a licensing agreement will be executed.

The City of La Vista will coordinate meetings for the consultant with the managers and supervisors. All internal communication about this effort will be coordinated by the City of La Vista. For the on-site training and calibration sessions the City of La Vista will provide an appropriate facility for each training session and the following:

- One copy of required handout materials for each participant
- Screen
- LCD projector
- Projection table or stand
- Flipchart stand and pad
- Refreshments, if desired

Payment Terms

A deposit of 50% of the total fee will be due prior to the start of the project to secure our services. Webinar access will begin when the deposit is received. The balance and associated travel costs will be billed at the end of each on-site event. In addition, the City of La Vista agrees to pay all travel costs associated with this assignment including airfare to Nebraska from Connecticut, transfers, ground transportation, parking, hotel, meals, and incidentals.



Should the need arise to conduct additional training or on-site coaching sessions beyond the scope of the options defined in this proposal, services will be provided at a cost of \$4,000 per day plus travel expenses.

Please contact me at 860-965-1617 or via email at ccplk@comcast.net to discuss our next steps. I look forward to working with you!

Sincerely,

Cheryl L Cepelak
Senior Consultant
Management Education Group, Inc.