

**CITY OF MADISON
INTER-DEPARTMENTAL
CORRESPONDENCE
Common Council Office
210 Martin Luther King, Jr. Boulevard, Room 417
Madison WI 53703
266-4071**

DATE: February 25, 2010

TO: Common Council Organizational Committee Members

FROM: Lisa Veldran, Administrative Assistant to the Common Council

SUBJECT: **December 2009 – February 2010 Staff Report – CCOC Meeting 3/2/10**

Ald. Tim Bruer, Common Council President, has requested that I provide CCOC members with periodic staff reports. The following is an update on staff activities and initiatives in the Common Council Office since the January 19, 2010 CCOC meeting.

Draft 2010 Continuous Improvement Plan (CIP)

Reviewed and assessed the 2009 CIP milestones. Prepared and reviewed a draft 2010 CIP at 1/5/10, 1/26/10 and 2/19/10 staff meetings. Draft 2010 CIP submitted to CCOC for further input (3/2/10).

Highlights of plan areas for 2010 (Quality, Continuous Improvement, and Communication):

- Continued staff training: office skills, leadership development and office/customer relationships
- Continued training for alders: Legistar and Contribute
- Review and develop 2011 New Alder Orientation Program
- Assess alder interest in listserv, RSS feeds and blogging on individual alder webpages

Office Training Schedule

Training Completed

Debbie Fields	Handling Anger	January 7, 2010
Lisa Veldran	Essential Coaching & Mentoring Skills	February 9, 2010
Debbie Fields	The Natural Step	February 10, 2010
Debbie Fields	The Natural Step – Klaus Hoppe	February 24, 2010

Upcoming Training:

Lisa Veldran	Managing Conflict	March 16, 2010
Lisa Veldran	Administrative Assistant Conference	April 19, 2010
Lisa Veldran	Rules of Conduct & Labor Relations	April 20, 2010
Debbie Fields	Leadership Development	April 27, 2010
Debbie Fields	Leadership Development	May 11, 2010
Debbie Fields	Leadership Development	May 28, 2010
Debbie Fields	Leadership Development	June 8, 2010
Debbie Fields	Leadership Development	June 22, 2010

Weekly Staff Meetings

□ Weekly staff meetings were held on:

January 5, 2010 (Ald. Mark Clear in attendance)

January 11, 2010 (Ald. Mark Clear/Brad Wirtz in attendance)

January 20, 2010 (Ald. Mark Clear/Brad Wirtz in attendance)

January 26, 2010 (Ald. Mark Clear/Brad Wirtz in attendance)

February 3, 2010 (Ald. Mark Clear/Brad Wirtz in attendance)

February 19, 2010 (Ald. Mark Clear/Brad Wirtz in attendance)

Common Council Office Rules & Procedures

Reviewed and signed Office Rules & Procedures – Debbie Fields (1/11/10)

Office Security

Met with Randy Weisner (City Engineering staff assigned to project), Melissa Destree (Destree Design – architect) and Ald. Mark Clear to discuss the project. Reviewed the project scope and suggested changes. Drawings will need to be reviewed by Fire Department and Building Inspection. Another meeting will be scheduled sometime in March after review has been completed. Tentative completion date: June/July 2010.

City of Madison Common Council Office 2009 Continuous Improvement Plan

Mission: Common Council Office staff supports members of the Common Council in their efforts to represent the citizens of the city of Madison by performing a variety of clerical, administrative and management staff functions.

Goal 1 – Quality – Provide effective and responsive service to Common Council members.

	Milestone	Responsibility	Timeline	Assessment	Accomplished
1.1	Staff to attend additional training in area of office skills classes.	Veldran/Fields	By December 2009	Each staff person will attend the HR recommended training on business writing, business grammar, proofreading.	Veldran: 1/14/09 – Business Grammar & Proofreading 10/19/09 – Email & Business Writing Workshop Fields: 4/14 & 4/22/09 – Fundamentals of Business Writing
1.2	Provide additional training sessions on Legistar for alders	Veldran	April 2009 and September 2009	Each alder has received training in Legistar.	6/2/09 – Legistar Drop-In Training *Met with Ald. Clausius one-on-one – add Contribute training in 2010.
1.3	Provide additional one-on-one training on Legistar.	Veldran	July 2009, October 2009	Quarterly notification to alders reminding them of Legistar training availability.	Not completed Continue working on milestone in 2010 – add Contribute training

Goals 2 – Continuous Improvement – Continually review and enhance Common Council office organization, systems, processes, procedures and work environment.

	Milestone	Responsibility	Timeline	Assessment	Accomplished
2.1	Provide training for new alders on Council Office policies & procedures.	Veldran	April 2009 and September 2009	All new alders have completed training.	Review training materials for 2011
2.2	Provide alders with listserv system/RSS feeds.	Veldran	By September 2009	Implemented alder listservs/RSS feeds	Not completed Continue working on milestone in 2010
2.3	Staff to attend training in systems/processes and leadership development/supervisory classes.	Veldran/Fields	By December 2009	Each staff person will attend the HR recommended training on process improvement tools, motivational tools/techniques/resolving workplace problems, coaching/mentoring, APM training/ Council Secretary will attend Leadership Development Academy	Veldran: 12/4/08 - APM-23 Rules of Conduct/Labor Relations 2/14/09 – Coaching & Mentoring Skills 4/30/09 – How to Deal with Unacceptable Employee Behavior 5/4/09 – Communication Skills for Challenging Conversations 5/18/09 – Giving Feedback Fields: Registered for Leadership Development Academy – unable to attend in 2009. Continue working on milestone in 2010.
2.4	Staff to complete new software training.	Veldran/Fields	By December 2009	Identify new software training needed.	Veldran: 6/22/09 – Office 2007 Training Fields: 6/23/09 – Office 2007 Training

Goal 3 – Communication - Proactively build trust and capacity to increase and enhance relationships with and between members of the Common Council and staff.

	Milestone	Responsibility	Timeline	Assessment	Accomplished
3.1	Communicate confidentiality policy to alders and staff	Veldran	By April 2009	Develop and communicate an internal confidentiality policy to office staff and alders.	Completed in Work Rules. Need to communicate policy to alders. Continue working on milestone in 2010
3.2	Staff to attend office/customer relationship classes.	Veldran/Fields	By December 2009	Each staff person will attend the HR recommended training on dealing with difficult attitudes, respectful workplace, handling anger, handling stress	Fields: 12/2/08 – MEET on Common Ground 3/19/09 – Bad Apples – How to Deal with Difficult Attitudes 9/23/09 – Handling Anger before It Handles You 11/4/09 – Stress – How Do I Handle It?

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Goal 1 – Quality – Provide effective and responsive service to Common Council members.

	Milestone	Responsibility	Timeline	Assessment
1.1	Staff to attend additional training in area of office skills classes - Ongoing	Veldran/Fields	By December 2010	Each staff person will attend the HR recommended training on business writing, business grammar, proofreading.
1.2	Provide additional training sessions on Legistar and Contribute for alders	Veldran	April 2010 and September 2010	Each alder provided opportunities to be trained in Legistar and Contribute.
1.3	Provide additional one-on-one training on Legistar and Contribute	Veldran	March 2010, June 2010, September 2010, December 2010	Quarterly notification to alders reminding them of Legistar and Contribute training availability.

Goals 2 – Continuous Improvement – Continually review and enhance Common Council office organization, systems, processes, procedures and work environment.

	Milestone	Responsibility	Timeline	Assessment
2.1	Provide training for new alders on Council Office policies & procedures.	Veldran	By December 2010	Updated Training Materials will be ready for 2011-2013 New Alders Orientation
2.2	Provide alders with listserv system/RSS feeds/blogging tool	Veldran	By December 2010	Implemented alder listservs/RSS feeds/blogging
2.3	Staff to attend training in systems/processes and leadership development/supervisory classes - Ongoing	Veldran/Fields	By December 2010	Each staff person will attend the HR recommended training on process improvement tools, motivational tools/techniques/resolving workplace problems, coaching/mentoring, APM training/ Council Secretary will attend Leadership Development Academy

Goal 3 – Communication - Proactively build trust and capacity to increase and enhance relationships with and between members of the Common Council and staff.

	Milestone	Responsibility	Timeline	Assessment
3.1	Communicate confidentiality policy to alders	Veldran	By April 2010	Council President communicated the internal confidentiality policy to alders (Council Work Rules)
3.2	Staff to attend office/customer relationship classes - Ongoing	Veldran/Fields	By December 2010	Each staff person will attend the HR recommended training on dealing with difficult attitudes, respectful workplace, handling anger, handling stress