

Achieving Excellence

Achieving Excellence is a continuous performance improvement initiative focused on building knowledge and skills to enhance a team working environment in support of the Division of Personnel's vision of a "unified staff who coordinates strengths and talents to deliver client focused human resource services".

Strategies

- Identify and train core management knowledge and skills that will be the basis for management performance standards in Technical Services.
- Identify and train core interpersonal and client services knowledge and skills that will be the basis for performance standards in Technical Services.
- Develop and incorporate a coaching method to facilitate training knowledge transfer to the job. Performance coaching will be an integral part of the Technical Services' continuous improvement performance management process.
- Develop and document an on-going Training and Development plan that embeds the Achieving Excellence training and coaching goals in the Technical services performance management process.
- Develop and document project performance measures linked to Technical Services performance measures.

Achieving Excellence is the initiative in place to continuously improve our teamwork environment and to consistently provide excellent customer service to our clients.