

Committee	Dated:
Establishment	28th May 2020
Subject:	Public
Learning and Organisational Development	
Report of:	For
Chrissie Morgan, Director of Human Resources	Discussion
Report author:	
Janet Fortune Assistant Director HR	

Summary

1. The Learning and Organisational Development function has been operating virtually since 24th March 2020. In preparation for this the team had already developed a series of 'Power Hours', interactive sessions available to everyone, about working at home and managing remote workers and coaching remote workers. Since then the further sessions on resilience and managing change have been added. In addition, the team have been running management team sessions for departments with some including over 100 participants. This report gives more detail on the current activities and on the future plans.

Power Hours and Team Interventions

2. Since 24th March nearly 350 people have attended Power Hour sessions which are run twice a day. These have covered, Working remotely, Managing people remotely, crucial conversations, resilience, coaching, the performance development approach and the LMA have introduced Family History Matters. The feedback has been good; for example;

'I loved this course and will be using the Eisenhower method and Pomodoro technique. Great course everyone should attend in these challenging times'

3. According to the staff survey of those that responded 323 had attended the power hours sessions and two thirds had found them very useful or useful.
4. In addition the team have been holding departmental team session and continuing with the Performance Development team sessions.

Appraisals

5. At the start of the lockdown we advised managers to do appraisals if they could, by using teams or phone if necessary. For some groups this was a good opportunity to carry these out for others it would be impossible, particularly for our key workers. We assured staff that managers will

complete appraisals when they can and there will be no detriment for late appraisals. The start of year appraisal would be done about now but again we have to allow some flexibility, in most cases it would be very difficult to set anything other than short term objectives for the coming year.

Apprentices

6. At the beginning of lock down we anticipated that some apprenticeships would have to be paused, and those that could be completed would likely be delayed as the final sign offs (end point assessments) would have to be done differently and possibly would take longer. We extended the FTC to the end of the year for level 2 and 3 apprentices to allow these to complete.

Project Management Academy

7. The development of the 15 modules to support the project management academy are in the process of being handed over to L&OD for roll out this year. As with all our training we do not anticipate face to face or classroom training anytime this year so we are in the process of adjusting these modules so the classroom element can be done virtually.

Classroom courses

8. We are working on the L&D programme and how this can be adjusted to social distancing or delivery virtually. The First Aid provider believe they can resume this from July which will be important to us for renewals, although with less people in offices we will need to determine what is still required.

Conclusion

9. The team have and are adapting learning and development activities to a virtual provision with an excellent take up by staff working remotely. Interactive tools are being used extensively, on 22 May 2020 the Senior Leaders Forum met virtually (Over 90 Senior Managers attended, including the Town Clerk), where interactive voting and free text questions and suggestion were captured. The team are paying particular attention along with the Health and Safety and wellbeing team on providing continuous ways for staff to access wellbeing support. .

Janet Fortune
Assistant Director HR
janet.fortune@cityoflondon.gov.uk