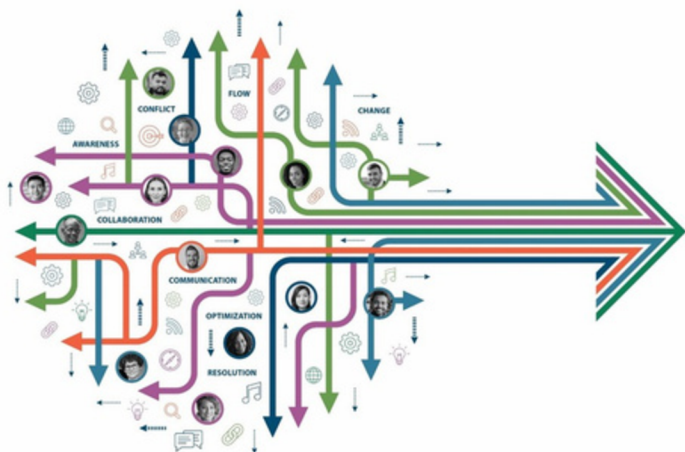




HERO TRAINING SOLUTIONS

Overview

HERO Training Solutions helps local government agencies strengthen front-line performance, develop future leaders, navigate organizational change, and prepare for succession through practical, customized training and assessment.

Why HERO?

- Direct municipal experience
- Customized public sector approach
- Practical and application focused learning
- Authorized provider for leadership development curriculum
- Flexible support for agencies of different sizes

Goals and Objectives



Technical Training

- Customized public service workshops
- Front line employee development
- Communication
- Customer Service
- Business Writing
- Presenting to City Council

All tailored to city operations!



Leadership Development

- Supervisor development
- Emerging-leaders
- Emotional intelligence
- Coaching and feedback
- Conflict Resolution Skills
- Lead 4 Success
- Accountability
- Influencing
- TypeCoach Workshops
- Individual and group coaching



Organizational Development

- TypeCoach Team Development
- Change management support
- 360-degree feedback assessments
- Succession planning support
- Train the Trainer

Common Problems we help address:

- Employees promoted without adequate preparation
- Inconsistent supervisor skills
- Leadership transitions and retirements
- Knowledge loss
- Resistance to change
- Limited internal training capacity
- Front line performance and communication challenges
- From technical expert to people manager and leader

Schedule a Workforce Development conversation

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