

CITY OF TUALATIN CASE STUDY

Building Supervisor Capability Across the City

FEATURED EXPERIENCE

Conversations Worth Having®: Practical Tools to Supervise, Connect, and Navigate Change

24 SUPERVISORS | IN PERSON | CROSS-DEPARTMENT

THE OPPORTUNITY

Equipping supervisors to lead people, priorities, and change

City of Tualatin supervisors lead across different functions, teams, and operating environments. Some lead union-represented employees, and others lead non-union teams, yet all shape trust, accountability, performance, and the employee experience through everyday conversations.

The City wanted to:

- Bring supervisors together as a broader leadership community
- Strengthen accountability while continuing to provide support
- Build confidence for difficult and important conversations
- Help supervisors manage pressure and recognize their own state
- Support sustainable leadership and burnout prevention



"Getting in the same room with supervisors from around the city and hearing their experiences. Also, getting actionable tools."

SHERILYN LOMBOS

City Manager

THE PARTNERSHIP

Designed with the City, grounded in supervisors' real work

RLD GROUP'S CLIENT ENGAGEMENT JOURNEY

A collaborative process that builds capability, captures insights, and strengthens leadership for lasting impact.



DISCOVERY

Stakeholder interviews to understand challenges, opportunities and desired outcomes.



CO-CREATION

Collaborate with leadership and RLD to design a customized workshop experience.



WORKSHOP

Delivered a practical, interactive workshop with active participant engagement.



FEEDBACK

Collect real-time feedback to understand impact and key takeaways.



STRATEGIC DEBRIEF

Analyze feedback and insights to identify strengths, opportunities, and next steps.



SUSTAIN & GROW

Continue learning, apply insights, and strengthen leadership capability for lasting impact.

THE RESULT

Practical, relevant, and actionable

Supervisors valued the experience, the tools provided, and the opportunity to learn from one another.

100%

VALUABLE

100%

RELEVANT

92%

ACTIONABLE

92%

ENGAGING

100%

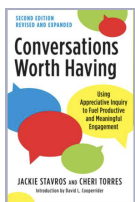
INTERESTED
IN MORE

Post-workshop survey results reflect 12 responses from 24 participants. Percentages are rounded.

WHAT SUPERVISORS VALUED

Shared learning was part of the solution

- Practical tools that could be used immediately
- Learning from supervisors across departments
- A customized workbook + resource guide
- Above the Line / Below the Line awareness
- Generative Questions and Feedforward Conversations
- Receiving their own copy of Conversations Worth Having



Clear, useful, great take away,
relevant and fun!

BATES RUSSELL
Director of Information Services

WHY IT MATTERED

From insight to everyday leadership

The experience gave supervisors a shared way to notice their own state, ask better questions, and approach accountability conversations with greater intention. These practices also support more sustainable leadership under pressure.



"Tools provided help remind us as supervisors to be present for staff and how to show up engaged and as our best selves."

STACY RUTHRAUFF
Human Resources Director

CONTINUED MOMENTUM

One experience. A foundation for what comes next.

The workshop established shared language, strengthened cross-department connections, and revealed strong interest in continued development. The City is planning additional workshop experiences and is exploring individual or group coaching for selected leaders.

This reflects a sustained investment in supervisor capability, not a one-time training event.

READY TO STRENGTHEN SUPERVISOR CAPABILITY ACROSS YOUR ORGANIZATION?

Bring us your leadership priorities, pressure points, and goals.

Start a conversation with RLD Group: hello@rldgroupllc.com