

Cutting Through Red Tape, One Employee at a Time

Slow, outdated, resistant to change — government doesn't have the best reputation. City services often face tight scrutiny and public criticism. But in the City of Norfolk, a growing number of public servants are working to fight those perceptions.

Through Agile Academy, employees are learning how to navigate challenges like budget constraints and lengthy approval processes to improve city services. The program, a collaboration between the City of Norfolk and Old Dominion University, uses a team-oriented, customer-focused and data-driven approach to problem-solving.

“You are the expert at what you do,” says program leader Bob Langley. “Agile Academy helps you leverage your knowledge and experience to identify solutions that fit your department’s unique challenges.”

A Program Built for Team Norfolk

Since its launch in 2018, Agile Academy has trained more than 700 employees in practical strategies for process improvement. The program’s mission is simple: empower employees at all levels to solve problems and drive innovation.

The program recently celebrated its largest class yet, bringing together more than 40 employees from various departments for an eight-week, hands-on training.

“When I first heard about Agile, I knew that we’d have no problem quickly building momentum for the program,” Langley says. “The drive for innovation already existed among employees — we just needed to provide the training to make it happen.”

Employees across departments are using their Agile training to drive innovation and create real change in their workplaces.

"Agile helped me realize that I don't have to be in a leadership role to improve government services," said Academy graduate Amy White. "I learned so many tools to improve my work and met so many people I would've never met without the training."

Whether it's reducing customer wait times or replacing water valves at the Scope Arena, Agile Academy gives employees the tools to make a difference.

Be Part of the Change.

Now in its seventh year, Agile Academy is looking for new change makers to shape the future of the city.

Ready to make an impact? Join Agile Academy today.