

COUNTY OF SACRAMENTO

CASE STUDY

USING DATA TO UNLOCK POTENTIAL



The Challenge

The County of Sacramento needed to enhance the capabilities of its workforce, specifically targeting leadership skills across various management levels and teams working in both traditional and remote environments. Key areas for improvement included communication, conflict resolution, team building, and adapting to hybrid working models.

The Solution

The County of Sacramento engaged Grey and Associates to provide comprehensive Core Skills Training and associated content development services, focusing on a wide range of competencies essential for effective leadership and team performance in a dynamic government setting.

Specific Actions/Strategies:

- **Leadership and Interpersonal Skills Training:** Offering sessions on building professional relationships, coaching for performance, conflict resolution, emotional intelligence, and managing change, among others.
- **Facilitation and Project Management Training:** Implementing workshops to develop skills in effective meeting facilitation, simple project management, and negotiation, tailored to enhance operational efficiency.
- **Customer Service Training:** Developing and delivering training focused on designing customer service strategies, improving service quality, and enhancing customer satisfaction.
- **Diverse Training Formats:** Utilizing classroom settings, synchronous and asynchronous online learning, e-learning, and blended learning methods to maximize accessibility and engagement.
- **Assessment Tools:** Incorporating various assessment tools such as the Leadership Practices Inventory, DiSC, Five Behaviors, Clifton Strengths, MBTI, and SDI to evaluate progress and tailor further training.

