



TO: Blaine Griffin, City Council President
FROM: Matthew Cole, Director, Department of Human Resources *MMC*
DATE: December 10, 2025
SUBJECT: Legislation – Comprehensive Training Program

Department of Human Resources Legislative Summary

The City of Cleveland's Department of Human Resources, through its Director of Human Resources, is requesting authorization to enter into one or more professional services contracts to develop and implement a Comprehensive Management Training Program.

DESCRIPTION

The Management Training Strategy will create a sustainable learning plan for comprehensive, cross-department, management training programs that target specific stages of a manager's skills-based development.

A sustainable, comprehensive management training plan, should articulate the benefits of universal management training programs; an approach for identifying skill gaps and what is needed; a shared understanding of various curriculum content and associated learning objectives; a process for identifying the audience by targeting learner's needs within the context of the business needs; a detailed plan for use of multiple learning modalities, training schedules; and recommendations for tracking and evaluating the effectiveness of training.

These initiatives will be a critical component in achieving a new culture of learning that creates conditions for managers and employees to thrive and have the skills needed to deliver superior services to the residents and stakeholders of the City of Cleveland.

DURATION: The duration of this work will continue until all phases of the project are complete. Estimated completion date for Phase I will be no later than March 2027.

ESTIMATED BUDGET: \$900,000 for the cost of the project.