REGIONAL GOVERNMENT SERVICES

SERVING PUBLIC AGENCIES SINCE 2002

AGENCY STAFF TRAINING

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RGS: ONE STOP LEARNING SHOP

Regional Government Services' One Stop Learning Shop (OSLS) is dedicated to helping public agencies develop more effective leaders by delivering the most up-to-date, interactive, relevant, cost effective, and sustainable training geared towards the public-sector's unique needs.

Programs are designed by and for local public agencies and presented by respected and highly skilled professionals who each have decades of public-sector experience in their field as well as in the staff development profession. Programs have a variety of learning modes, include interactive processes, coaching to support growth, skills training, and more.

RGS' training and development program – the OSLS – delivers comprehensive resources for staff development and is focused on sustainable results. RGS organizational development staff help you develop the heart of your organization for your employees.

Challenges Facing Local Government

"Increased efficiency and accountability is our #1 goal this year…"

"I wish our supervisors could be as good at supervising as they are at technical skills."

"If only I could get our teams to work together better…"

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The OSLS delivers a variety of programs, including its well-received and unique Leadership Academies. Those two specific academies, **Management/ Supervisor Academy**, and **Lead Worker/Senior Academy** have been provided at 10 different locations, with more than 225 attendees with rave reviews. Both academies are held up to 4 times at various locations each calendar year.

Besides the academies, OSLS has developed webinars, customer service training, performance management program, work team repair and maintenance, individual coaching, organizational assessments, and other programs to assist the public sector in developing highly skilled managers, supervisors, lead workers, and staff. OSLS even refers to other sources that will best meet the needs identified.

Agencies may contract OSLS for direct services, attend webinars, or be a part of the regional training academies.

Sending your employees to one of the Academies provides the following benefits:

- **Respect for staff time and heavy workloads.**
- **Efficient learning targeted to individual need.**
- **Follow through to apply learning on the job.**
- **Support for learning throughout the agency.**
- **Time saved on researching resources.**
- **Resource sharing among peers across agencies.**
- **More interpersonal competence in staff.**
- **Better organizational communication.**
- **Improved performance and accountability.**
- **Increased efficiency.**
- **Reduced operating and legal costs.**