

Learning + Development Support Levels

KEY: **COM** = City of Madison | **HR-OD** = Human Resources-Organizational Development | **L+D** = Learning + Development | **SME** = Subject Matter Expert | **LP** = Learning Partner

Type of Support	Marketing Support	Operational Support	3 rd Party Facilitator	Learning Partner with Training Experience	Learning Partner without Training Experience
Support Level	1 - Lowest Support	2	3	4	5 - Highest Support
Description	A COM agency, employee, or City Partner who has an established course they are coordinating and maintaining & want Additional Marketing Support Only	A COM agency or employee who has a course that needs Operational (& Marketing) Support	An external 3rd Party Facilitator who has either contracted or agreed to partner w/ HR-OD for course offering(s) for COM employees	A COM employee who is a SME WITH training experience , and who wants to offer a course on the OD calendar for COM employees	A COM employee who is a SME WITHOUT training experience , and who wants to offer a course on the OD calendar for COM employees
Support We Offer	<ul style="list-style-type: none"> Agency/employee has their own course webpage and maintains their own registration pages. Course is advertised in Upcoming Courses e-Blasts (Tuesdays) Course is included on the OD Course Calendar and/or webpages Course highlights sent from OD Inbox if needed. 	<ul style="list-style-type: none"> Drupal Course Page Creation + Maintenance (City webpage) Eventbrite Registration Page Creation + Maintenance Attendance/Registration Support Pre-Event Emails from OD Feedback Results when using HR-OD Course Feedback Survey 	<p><i>All items included in Marketing & Operational Support and...</i></p> <ul style="list-style-type: none"> Course Curriculum refinement (to be applicable to COM Employees/intended audience) Feedback and continuous improvement support from L+D Specialist (<i>or other specialist depending on topic</i>) 	<p><i>All items included in 3rd Party Facilitator support and...</i></p> <ul style="list-style-type: none"> L+D Open Office Hours for as-needed support or thought partnership 	<p><i>All items included in LP w/ Training Experience support and...</i></p> <ul style="list-style-type: none"> Train the Trainer Learning Opportunities – to help you grow your training and facilitating skills
Intended Course Audience	<ul style="list-style-type: none"> All City of Madison Employees Sub-groups impacting 10+ agencies minimum 		<ul style="list-style-type: none"> All City of Madison Employees Employee Sub-Groups – <i>i.e. Supervisors & Managers, multi-agency groups</i> Team Trainings Upon Request 		
<p><i>The larger the internal COM audience, the higher the likelihood that HR-OD is able to support you and your course offering.</i></p>					

Content Note: All content marketed or supported by HR-OD will be reviewed to ensure that it is in alignment with COM values and principles. HR-OD reserves the right to not partner with or support folks if there is misalignment.

Important Note: If a COM agency has a dedicated Training Coordinator, we can offer thought-partnership and strategic support, but it is up to the agency to host their agency-specific trainings.

Additional Options: There are additional options available within HR-OD that can help you get your content shared more broadly with COM employees:

- Additional Learning Resources** – If your content does not need a live offering or recording, adding to Additional Learning Resources may be a great option.
- Online Courses** – If you have pre-recorded content OR you're open to working with our L+D Specialist to create recorded chunks for learners, this is a great option.
- Toolkit** – If your content is mostly templates or tools, which you think might be helpful for others in the organization to use, HR-OD staff can discuss with you adding to the HR-OD Toolkit.