

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: MYRON HENDERSON, GRADUATE MANAGEMENT ANALYST
SUBJECT: EMPLOYEE IN-SERVICE HPO TRAINING
DATE: SEPTEMBER 28, 2023

On Tuesday, September 19th, 2023, an in-service training was held at the Novi Community School District ROAR Center for Administrative, Public Safety Command Staff, and Work Leaders from Public Works. The goal of the training was to introduce current Novi employees to the High-Performance Organizations (HPO) leadership model. For the past 25 years, the City of Novi has been sending members of its leadership team to attend trainings on this HPO model at the University of Virginia as part of the Senior Executive Institute (SEI) and the Leading, Educating, and Developing Program (LEAD). A refresher course on the topic was also made available for LEAD and SEI alumni who are still with the City on Wednesday, September 20th, 2023. Both training sessions were led by Michael Sable, a facilitator from the College of Charleston and the Assistant City Manager of Bloomington, MN.

This specific training is the initial step to introduce HPO concepts into the wider organization, beyond leadership, and focus on deliberate discussions regarding how to improve engagement and focus across the operation. The HPO model empowers employees at all levels of organizations to be self-directed critical thinkers, releases old control methods of leadership, and allows for all factions of an organization to grow in their respective roles and come together to accomplish a greater vision.

Training participants were motivated to take part in small exercises to see how the City of Novi can use HPO methods to better help its employees and the community. Novi has made tremendous strides in improving organizational functions and empowering its employees to date and will continue to do so by focusing on strategic orientation, being results-driven, embracing team leadership, and leading change in the organization.

