



# Supporting a Diverse, Dynamic Organisation like New York City



## CHALLENGE:

New York City government is made up of over 70 unique agencies each with specific mission to support the citizens of the United States' largest city. With such a large organisation comes complex information technology systems and subsequently robust IT training needs.

## SOLUTION:

Learning Tree International supports over 40 city agencies through a combination of professional development services from our learning ecosystem. Some of the most popular services delivered for New York City include:



### FlexVouchers

Over 30 city agencies utilise Learning Tree FlexVouchers to support the professional development needs of their employees. The FlexVoucher program allows an agency to allocate training funds and apply those funds as unique needs arise throughout the fiscal year. This program provides an agency with flexibility to meet the demands of a constantly evolving IT community.



### Private Team Training

Learning Tree delivers private training events for New York City agencies at our Midtown education center, as well as City facilities. Private Team Training allows New York City to maximise their training budgets when they have critical masses of employees – typically ten or more - to train on one topic. On multiple occasions, Learning Tree has customised the content of training courses delivered to City agencies to focus the content on the objectives that matter the most to these customers.



### Executive Workshops

Learning Tree has partnered with City agencies to deliver condensed workshops for Leadership groups on topics like ITIL® and Agile.



### Coaching Sessions -

Even the best training events can leave employees needing further guidance once they return to their jobs and projects. Learning Tree has delivered multiple Coaching Sessions for City employees under these circumstances. Coaching sessions can vary from one hour for individuals to day-long events for group, and in either case Coaching sessions focus on the practical application of the skills learned in the classroom to City projects.

*Continued on next page* ➔

Learning Tree covers a broad spectrum of IT and Business Skills training needs for customers in New York City. Some of the most popular topics include:

- **ITIL**
- **.NET and C# Programming**
- **Java and Web Application Development**
- **Emotional Intelligence**
- **Agile Methodologies**

These courses provide City employee with the knowledge and skills to do their jobs more effectively. In the last three years Learning Tree has delivered instructor-led training to over 2,000 City employees.. These employees have attended 100 unique courses titles in total.



**100+**  
**CLASSROOM**  
**EVENTS**



**2,000+**  
**COURSE**  
**ATTENDANCES**

City employees have evaluated these courses with the following scores (based on a 4-point Likert scale):

**3.74**  
**Average score of**  
**COURSE CONTENT**



**3.88**  
**Average score of**  
**COURSE INSTRUCTORS**

## Results

Feedback from employees suggests that they have the confidence they need to return to their jobs and accomplish their mission objectives:

“It was clear the Trainer had vast knowledge and experience in scrum principles as well as real world experience he was able to bring to the classroom. The course was an eye-opener and some many great lessons learned.”

— Associate Director, NYC DOE

“Richard is an excellent instructor. His depth of knowledge in SharePoint, best practices, workflows, etc. is exceptional and facilitates easy absorption of the course content as well as best practices to consider. Thank you.”

— Director Of Collaboration Services, NYC DEP

“Great course to go from ASP.NET to Azure cloud. I like the way the Trainer demonstrated true example of etopics. That really helps understanding of the topic, not just concept.”

— Application Support Manager, NYC DOITT

“Very good course. Gives you good examples to understand the difference between .Net and .Net Core.”

— Application Developer, NYC DOT

In summary, Learning Tree is supporting City employees by providing them with the opportunity to gain the knowledge and skills required to more effectively do their jobs.