

2010 Annual Report



2010 by the numbers

Employee of the Month Celebrations — Managers or peers nominated **67** employees and **42** awards were presented.

LearningXchange — **4** sessions held; one each at GJM and EMSC in July, one at GJM in August and one at Westerly in September.

Toastmasters — **3** club members achieved Competent Communicator Status, Nancy Custard, John Gonzalez and Constance Haqq.

Diversity Dialogues — Hosted **3** sessions: *Immigration* in August; *Jewish High Holy Days* in September; and *Local Professional Organizations* in October.

D & I Training — Conducted **2** pilot workshops.

Wastewater Plant Operations — **8** of the **17** employees who started the 2009-10 class successfully completed it and **5** obtained Class II certification.

Vocational Training Program — Currently, there are **14** employees participating in the program, **2** employees have achieved milestone three, the utility maintenance person (UMP) classification, in their respective fields of utility maintenance and plant electrician.

Contact Hour Training — There are **109** courses that have been confirmed eligible for contact hours. There have been **17** courses scheduled and delivered for a total of **95.5** contact hours.

Crucial Conversations — delivered **4** series of workshops and **54** employees completed the program.

Tuition Assistance Program — **50** employees participated in the program, a ten percent increase over 2009. **10** of the 50 employees are participating in the Vocational Training Program. **3** of the participants were promoted in 2010.

Case Weatherhead Executive Education — **21** employees attended the workshops.

Managing to Excel — **9** employees received a certificate of completion for finishing all 12.

OED provided **161.5** hours of internal consulting services to both individuals and work groups. These services include, but are not limited to, facilitation, coaching, planning, and change management.