# Partnering: Learning Partners and Organizational Development

In Organizational Development, we are glad to collaborate with you as a Learning Partner to provide high-quality learning experiences for City of Madison employees! As with any meaningful partnership, the partners need to fulfill certain expectations to work well together.

This table shows an overview of our partnership:

|  | Learning Partners | Organizational Development |
|---|---|---|
| **Design and Development of Course** | You own the course and submit the Course Planning Form | To the degree you want our help/expertise, we'll provide it |
| **Course Management Logistics** |  | We build and maintain Course Calendar, Course Page, Meet Instructor page, Eventbrite pages, manage registration and communication with learners |
| **Advertising/Marketing the Course** | You advertise/promote to your networks | We advertise/promote to all employees and attempt targeted strategies |
| **Pre-Course Communication** |  | We will communicate with you and remind registered learners; we'll provide you with a spreadsheet for attendance and the course evaluation link |
| **Course Delivery** | Your time to shine! You take attendance and you may share course evaluation link | To the degree you want our help/expertise, we'll provide it |
| **Post-Course Communication** |  | We will send out evaluations to learners & share the resulting data with you |
| **Continuous Improvement** | You are open to making improvements | We are supportive and offer specific, meaningful suggestions |

For more depth than is provided in the table above, read on:

## Design and Development
- You are the owners of the course. You know the content and know **what** learners ought to know about the topic. We have expertise in **how** to design, deliver, assess, and evaluate the learning. We are excited to collaborate with you to give you the skills and support to create a positive, valuable learning experience for learners and for you.
  - **Deliverable**: With or without our help, you submit the Course Planning Form to us.

## Course Management Logistics

- We will administer the course. If you want to be involved in some of this back-end administrative work, we can give you access and supporting resources to do so.
  - **Deliverables**: We will build the course so it appears on the Course Calendar, maintain related pages on City's HR website, build and manage the course and its registration through Eventbrite, and communicate with learners.

## Advertising/Marketing

- You and we share responsibility for advertising the course to get as many learners as possible.
  - **Deliverables**: We will promote the course in weekly eBlasts to all employees with email accounts and will continue to develop strategies to target appropriate groups. You will advertise and promote the course to employees in your network and that you consider to be your target audience using strategies you are comfortable using.

## Pre-Course Communication

- We will contact you three times in the weeks prior to the course date to offer attendance information and general support. Courses will run as scheduled if there are at least 10 registrants one week prior to course date.
  - **Deliverables**: We will remind registered learners to attend three times in the week before the course. We will email you approximately 3 weeks prior, 1 week prior, and 2-3 days prior.
    **Note**: This last communication will include a spreadsheet for attendance and a link to the evaluation so that you can share it near the end of the course if you like.

## Course Delivery

- You deliver the course to those who attend on the agreed-upon date.
  - **Deliverable**: You facilitate a high-quality learning experience. You take attendance using a spreadsheet we email you, and you email it back after the course.

## Post-Course Communication

- We will send out communication to registrants following the course.
  - **Deliverables**: We will email the attendees with a course evaluation form within 24 hours of the course's completion, will email those who registered but didn't attend to follow-up, and will email attendees 3 months after the course with a follow-up survey.

- We will send the results of the course evaluation to you.
  - **Deliverable**: Within a week after course completion, we'll send you this information.

## Continuous Improvement

Believing in continuous improvement, you and we will meet to discuss successes and challenges with your course and consider revisions to it.

- **Deliverable**: Meet at least annually (more often if you request or if it's needed) to discuss the course, the learners' experience with it, and your experience with it