

City of Madison Learning + Development Framework



Turning Learning into Lasting Impact – Overview

What This Is

The [City of Madison's L+D Framework](#) explains how City of Madison employees learn, grow, and do their best work for the community. It provides a shared approach to learning and development across more than 30 agencies, so learning is fair, effective, aligned with City values, and consistently delivered.

Why It Matters

City employees serve residents every day. Investing in employee learning is an investment in the community. Strong learning and development helps the City:

- Deliver high-quality public services
- Build an inclusive, skilled workforce
- Prepare future leaders with critical skills
- Use resources responsibly

What the Framework Does

The framework is built around four ideas:

1. Who We Are

A citywide learning system made up of Human Resources, **agency-based Learning Partners**, on-the-job trainers, and trusted partners working together to support employee growth.

2. What We Do

We support and deliver learning that helps employees build skills, grow in their careers, and serve the public with excellence.

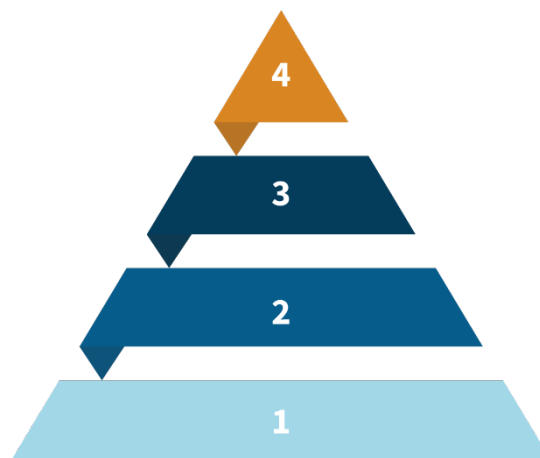
3. How We Work

Most training is designed and delivered by [Learning Partners](#) within city agencies, with support from [Human Resources-Organizational Development](#). Together, we use shared standards, clear roles, and proven learning practices while allowing agencies flexibility to meet their needs.

Learning Experience Levels:

Learning is offered at different levels - from city foundations and professional development to continuous improvement and job-specific learning - supporting employees at every stage of their career.

- 1) **City Foundations:** Prepare every employee to succeed
- 2) **Development:** Grow professionally & personally
- 3) **Continuous Improvement:** Advance City impact
- 4) **Consultation Based – Operations:** Build individual expertise in respective agency



4. How We Measure Success

We track access, participation, skill growth, and outcomes to ensure learning is effective and improving over time.

Who Benefits?



Employees: Gain skills, confidence, and clearer career pathways.



Agencies: Benefit from consistent, high-quality learning.



Supervisors & Leaders: Are better prepared to lead inclusive teams.



Residents: Receive better service from a capable workforce.

What Makes this Approach Different?



- Focuses on skills and growth, not just required training
- Balances citywide consistency with agency flexibility
- Sets clear quality standards so learning materials are accurate, accessible, and effective
- Centers learning in agencies through trained Learning Partners
- Uses data to improve learning, not just count attendance

Looking Ahead

Beginning in 2026, the City is implementing a citywide Human Resources Management (HRM) system to make learning easier to create, access, more transparent, and better connected to employee growth over time. This L+D Framework sets the foundation for how we work together to build skills at the City of Madison fully using the HRM technology investment.

Our Commitment

The City of Madison is committed to learning that is **inclusive, accessible, high-quality, and meaningful**. By supporting Learning Partners and employees, we strengthen our organization and the community we serve.

Looking for more details on Learning + Development?

Reach out to OrganizationalDevelopment@cityofmadison.com if you have any questions or want to learn more.