

PUBLIC SERVICES & ADMINISTRATION

INDUSTRY CHALLENGES AND SOLUTIONS

Address Critical Skill Gaps With Comprehensive Online Training

The skills needed to maintain efficiency and effectiveness in public-facing organizations are continually evolving. From implementing new technologies that streamline processes to using emotional intelligence in internal and external communication, there are a variety of skill gaps that can leave your organization falling short of its mission to serve the public in a forward-thinking and cost-effective way. With IT and computer skills being especially critical right now, your organization can't afford to leave these skills up to the specialists alone.

BizLibrary's online learning library offers a simple solution to upskilling your employees in skills across the board – our content covers everything from IT and software to communication and managing others. We have a variety of formats for training, so employees can learn new skills in the way they prefer, whether it's through 5-10 minute micro-videos, interactive video courses, ebooks, and more. They can even complete comprehensive certifications online, without the time and expense of travel and classroom sessions. Having BizLibrary's training content at their fingertips means your employees always have access to develop the skills your organization needs most.



Develop Leaders' Skills Through Insightful, Expert-Led Videos and Courses

Your leaders have a lot on their plates, from constant decisions to make to managing large-scale change to communicating with a scrutinizing public. While there are many styles and traits that leaders can naturally use to be effective, there are also many skills they need that may not come naturally. If your leaders aren't lifelong learners, they'll struggle to keep your organization moving forward and focused on the work that matters most to your employees and the public you serve.

Building leadership skills can seem daunting, but BizLibrary can help! Our online leadership training allows your current and future leaders to develop skills in the areas they need most, such as change management, influencing with empathy, accountability and delegation, and much more. With videos that only take a few minutes to watch and include support materials to boost retention, your leaders can easily fit training into their busy schedules and start using new skills in the workplace immediately. Our subject matter experts provide insights and tips through multiple formats, so your leaders can engage with and get excited about continual opportunities to learn and lead better.



Support New Managers With Short Videos on Important Training Topics

New managers face a difficult transition when they move from employee to supervisor. They now need to develop stronger relationships with employees, leaders, and third parties, and are expected to be the liaison between the people in their department and upper level leaders. This requires strong communication skills, emotional intelligence, and the ability to handle difficult conversations – skills that often aren't developed as an individual contributor. New managers also face the challenge of balancing practical management with motivational leadership, skills which can seem time-consuming and daunting to develop.

BizLibrary offers solutions to each of these management struggles. We offer a 33-minute course specifically for new managers that focuses on transitioning into a new role, defining leadership styles, how to hold tough conversations, and tips on what not to do. With more than 950 videos focusing on communication, new managers are sure to find lessons that will help them develop the skills they need to be able to resolve conflict, mediate, and communicate with employees on every level. BizLibrary videos are broken up into manageable chunks of 5-20 minutes and they are accessible from any computer, phone, or tablet, so new managers don't have to spend lots of time in classrooms, but can fit training seamlessly into their workday.



Prepare Future Leaders With Succession Planning and Skill Development

With senior leaders retiring and leaving top-level positions open, organizations that haven't invested in their middle managers and younger employees face a leadership and skill gap that is sure to grow. Without a succession plan in place, your organization could flounder when you have to search for a suitable replacement. These employees need to know how to steer the organization in the future. Leaders also need to stay on top of training with new and emerging technologies. Your current and future leaders can have a lot to teach each other, but without continual training on evolving leadership skills, they'll struggle to communicate what the future of the organization could look like and how you're going to get there.

BizLibrary's modern learning content improves current leaders' ability to steer the organization and prepares high-potential employees for future leadership roles. The best-performing organizations are able to promote from within, and with BizLibrary's training content on both technical and soft skills, you can continuously develop your employees and prepare them for more responsibilities with clear career paths. There are videos to help develop succession plans before top talent leaves and content to help people learn to adapt through change and uncertainty. There are also many videos that help employees learn to better utilize software and technology, so they can be more efficient and focus their time on the work that matters most.



Keep Employees Up-to-Date and Engaged With Compliance Training

Compliance regulations are constantly changing, and new ones are created all the time to address new issues or complications that arise. It can be a challenge to stay on top of all the changes and ensure employees are staying compliant with the latest regulations, while keeping track of who has completed necessary training and when. Plus, if employees have to review the same material year after year, they don't pay as close attention and miss important compliance measures that can end up leading to lawsuits, legal fees, and lowered confidence in your organization.

But BizLibrary can help with these challenges! By using online micro-videos, we make it easy for employees to take in complicated topics with short bursts of training. With hundreds of videos in our collection covering compliance and safety, you can easily find and assign the training topics your employees need to take. Our collection has multiple formats depending on how employees learn best, including short micro-videos, in-depth video courses, interactive videos, comprehensive elearning courses, and ebooks. Our courses and videos boost employees' ability to engage with and remember training because our content has learning reinforcement built right in, through support materials, quizzes, and follow-up questions.

