



# **New York City Department of Correction**

*Training & Development Unit*

*FY20 Learning Strategy*

*NYC Board of Correction Presentation*

*January 14, 2020*

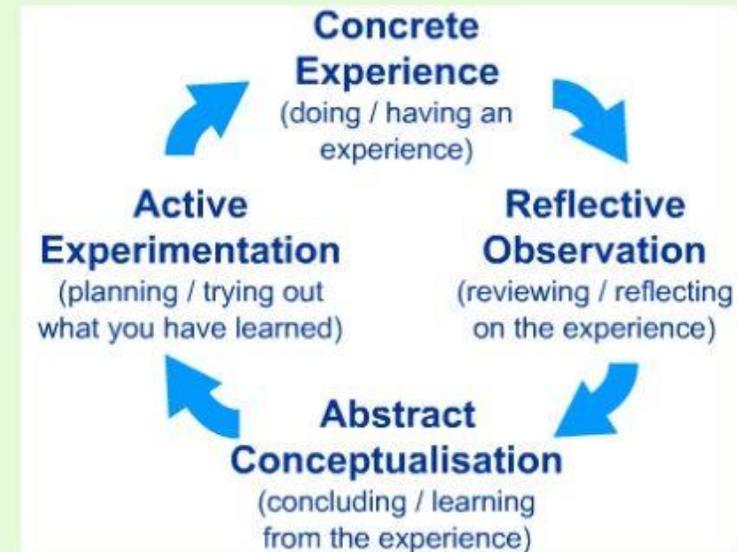
## Mandate

Build a learning culture where every employee sees themselves as a learner, and holds the responsibility to help prepare/teach their colleagues.

## Mission

Deliver exceptional onboarding, orientation, in service and role preparation learning experiences to uniform and non-uniform MOS which guarantee they accurately interpret their roles and are effectively prepared to succeed.

## The Kolb learning cycle



1) How do we define Learning?

1) How do we transform the NYC DOC into a Learning Organization?

## Pre-Service Programming Activities

- Phase 1 included:
  - Expand OJT
  - Re-integrate Simulation Experiences
  - Enhancing writing skills, specifically related to report writing
  - Expanded use of technology for learning and testing
- Phase 2 involves:
  - After Action Review of OJT and SAT for further enhancement
  - Expanding writing skills
  - Revising and Updating curriculum where needed
  - Emphasizing Core Correctional Practices
  - Enhancing PT to include more frequent running, nutrition, wellness



## In Service Programming Focus

- Rooted in mindset/culture work
- Exploring elements of the Norwegian Correctional Service
- Supported by National Institute of Corrections (NIC) best practice content
- Continued emphasis on Use of Force policy and tactics
- Implementation of Body Worn Camera equipment use
- Examination of Norwegian Dynamic Security model
- Addressing PTSD through Health & Wellness programming
- Roll out of Supervision, Coaching and Feedback for Supervisors
- Transfer of Learning Roll Call initiative



## Leader Development for Accountability, Teaming & Collaboration

- ❖ Leadership Excellence Program, partnership with Dale Carnegie
- ❖ Assistant Deputy Warden (ADW) Programming
  - ❖ Pre-Promotional Program Refresh
  - ❖ On-going Wednesday trainings
- ❖ Captain Development
  - ❖ Pre-Promotional Program Refresh
  - ❖ On-going Wednesday trainings
- ❖ Non-Uniform Manager Development Program
- ❖ Non-Uniform Supervisor Development Program



## Operational Reorganization, Staff Development and Management

- Command structure re-organization
  - Academy “Department Chairs” => “Content Chairs”
  - Consolidating training activity at Metropolitan Avenue and GMDC Learning Center
- Cornerstone Learning Management System (LMS)
- Instructor Capability Building
- Launch of “Blended Block” programming and other innovative formats
- Development of self-paced, online modules



# GMDC Learning Center

