



Philadelphia International Airport (PHL) Northeast Philadelphia Airport (PNE)

Latia White

Training & Development Officer

October 22nd, 2024



City of Philadelphia,
Department of Aviation



PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT



Department of Aviation's Training & Development Unit

Latia White

Training & Development Officer

PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

Flight Plan



Who we are!



**How we
Work!**



**How you can
Support!**



Who We Are



PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

Training & Development Unit



Stacey Lennon
VP of Talent
Management



Latia White
Training &
Development
Officer



Keiyona Hicks
Administrative
Technical
Trainee

We are the muscle of
the Organization





How We Work



PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

T&D Overview



Main Functions

- Training Needs Assessment
- Define Goals and Objectives
- Design the Training Program
- Implementation
- Feedback and Follow-Up



Impact on the Department of Aviation's Mission & Vision

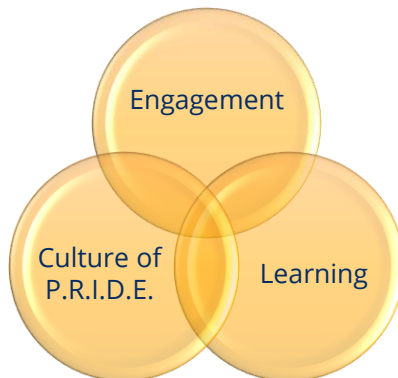


Vision

We are a World Class Global Gateway of Choice

Mission

Proudly Connecting Philadelphia with the World



Active Participants

Positive Attitude

Commitment to the Vision and Mission Statement

Engaging Workers, Creating Empowerment

Job Satisfaction

Better Customer Service

Continuous Learning and development of our employees

T & D's Focus



Compliance Training

Professional Development

Leadership Development

Foster a Positive Work Culture

Training Offered



Internal Training

- ➔ Soft skill Training
 - Communication, Conflict Management
- ➔ Hard Skill Training
 - Microsoft Applications
- ➔ Training Series:
 - Project Leadership
 - Custodial Leadership Training
- ➔ New Employee Orientation
- ➔ Mandatory Compliance Training

External Training

- ➔ Commercial Drivers' License
- ➔ Backflow Certificate Training

Additional Programming



- Stars & Leads
- Administrative Professionals Training
- PHL Leadership Academy

City of Philadelphia's SmarterU



The login interface is a white rectangular box with rounded corners. At the top left is the City of Philadelphia logo, which consists of a yellow bell icon and the text "City of Philadelphia". Below the logo are two input fields: "Email or Employee ID:" and "Password:". Below the password field is a blue "Login" button. To the left of the button is a link that says "reset password". At the bottom left of the box, it says "LMS © 2023 Neovation Corporation All Rights Reserved". At the bottom right, it says "powered by SmarterU" with the SmarterU logo.

Login issue? complete this form
A representative from HR & Talent will follow up with you via email within 48 hours.
For questions, email the LMS Support Desk at
CityLMS@phila.gov.

- **Reset Passwords**
- **Create and Upload courses**
- **Track Training Efficiently**
- **Employee has easy access to their Training History**

Reimbursements

Tuition/Memberships/Licenses



T&D is responsible for administering the approval and reimbursement process

Undergraduate and Graduate Courses

Covers up to 100% tuition reimbursement

Memberships and Licenses

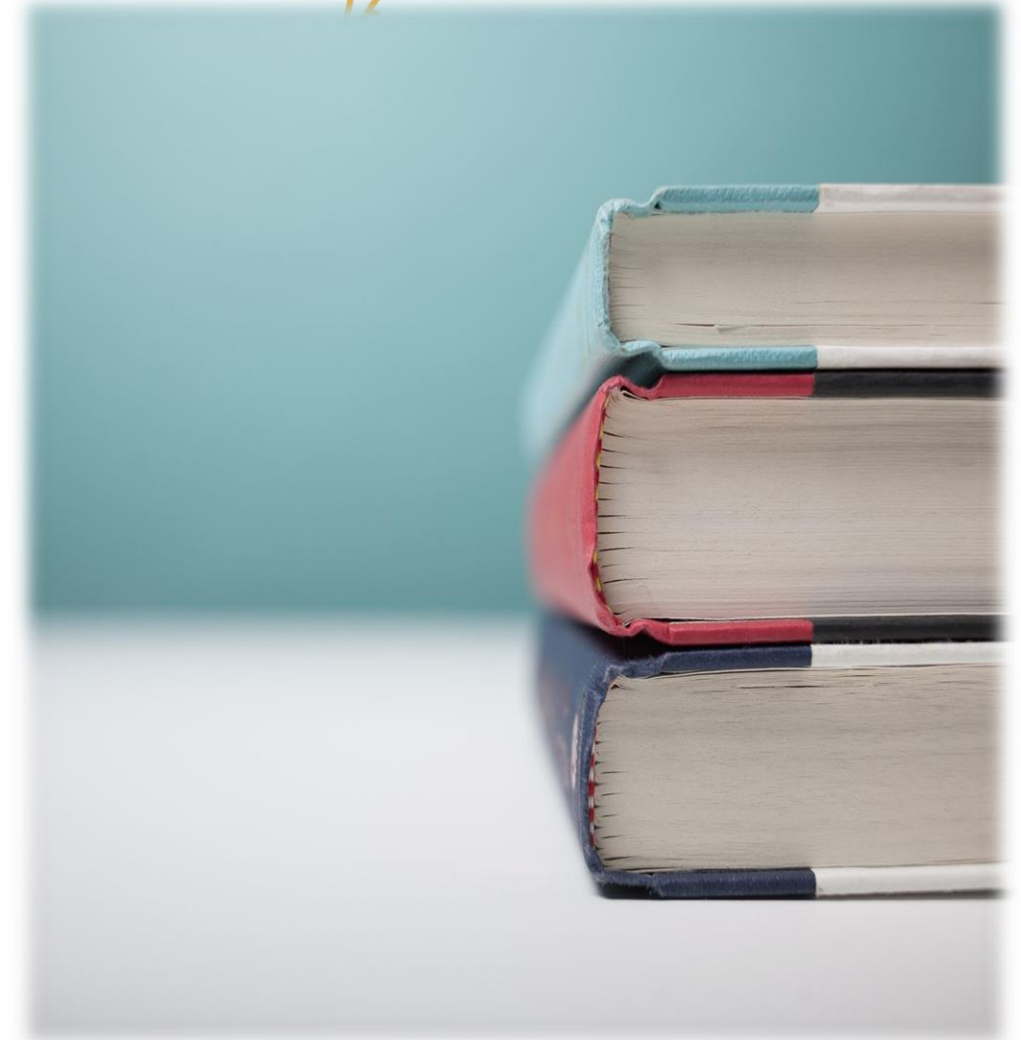
Covers 100% reimbursement

Requirements:

Must be a DOA employee for a year

Must be in good standing on your performance evaluation

Must have a recommendation from your supervisor



Collaboration-



- All 26 DOA units
- Office of Labor- Compliance Training
- Vendors-
 - Kimberly Ferguson
 - Greg El- TriZen
- SmarterU Administrators

Successes



- Custodial Leadership Training Series
- Project Leadership Training Series
 - Executive Level
 - Supervisors and Managers
- Provide Technical Support
 - Airport Empowerment Groups (AEG)
 - Racial Equity Advisory Council
 - Community Relations
 - Workforce Development
 - Unsheltered Population Proposal
- Professional Memberships/ Certifications
- PHL WORKS
 - Collaboration with DEI and Guest Experience
- Collaboration with Safety Unit-Emergency Action Planning training
- In- person Microsoft training
- Auto Enrollment of Compliance training

How can
you support
us?



Aspirations



- 90% Completion rate with Mandatory Training
- Increase participant our training programs by 25%
- Continuing to Foster a Positive Work Culture
- Encourage Employees to Seek Training



Thank You!

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Department of Aviation

Training@phl.org



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