

Performance Solutions

Energizing talent to make a brighter Sacramento

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Focus

- What do you hope to learn from our time together?



USAID
FROM THE AMERICAN PEOPLE



SMUD
SACRAMENTO MUNICIPAL UTILITY DISTRICT
6201 S Street, Sacramento, CA 95817-1888
The Power To Do More.®

Performance Solutions Team



Supervisor – Lisa Simpson

Program Operations Planning – Bobbie Harris

Programs & Services – Genette Japhet

Contact Center – Kim Rikalo & Tara Porter

Billing & Credit – Ross Hartman

Field Operations – Sheila Raya

Training Administration – Jennie Shaw

Employee Communications – Sally Cole



Main Roles

- Job skill training for employees
- Business process & performance consultation
- Technology support
- Employee communications
- Represent business unit on Corporate Learning Strategy team
- Participate in Training Network Team



Core Products

- Business process design & support
- Competency modeling
- E-Learning design
- Intranet content development
- Knowledge transfer management
- New Hire on-boarding
- Professional & technical skills training
- Skill gap analysis / Training needs analysis
- First tier technology support



New Hire On-Boarding

- On-boarding to business unit
- Overview of organization and operations
- Review of need-to-know resources, policies, procedures
- Introduction to on-boarding training plan for new hire



Creating Exceptional Customer Experiences

- Philosophy of service
- Flagship customer service course available to all employees
- Customized for different audiences
 - Collecting with Care
 - Protecting Your Most Valued Asset
 - Customer Service Starts with You
- Measurement



CSR Training

- Twelve week total training program
 - Seven weeks in classroom
 - Weekly assessments focused on demonstrated behavior
 - Five weeks on the job training
 - Increased quality monitoring and coaching
 - Weekly assessment of progress toward meeting metrics



Program Campaigns

- Monthly campaigns to promote program participation through Contact Center channel
- Business process
- Training design/delivery
- Recognition strategies for top sellers.



Professional Skills Training

- Account management, energy efficiency , sales/marketing, transferrable skills specific to serving customers (Presentations, Written Communications, Procuring professional Services, Contract negotiation, SMUD programs)
- Delivery mechanisms
 - In house, Instructor led
 - Contracted
 - On-line



Energy Efficiency Learning Center

SMUD iNet HOME DISTRICT TOOLS & SUPPORT PAY & BENEFITS CAREER & TRAINING SUPERVISORS WORK GROUPS

Phone Directory First Name Last Name Search This section: District Traini

Home > District Training > Training Resources > Energy Efficiency Courses

online Learning Center

Home Courses Request Courses Demo smud.org

Courses

Each course covers separate and distinct information under a given topic. To access course descriptions and approximate completion times, click on course titles.

Please scroll down to see the complete list of courses.

Technical

General Courses

- Commercial and Industrial Electrical Systems
- Cooling Systems Alternatives
- Energy Technologies
- Fundamentals of Distributed Generation
- Fundamentals of Electricity

Lighting Systems Series

- Fundamentals of Lighting
- Energy Efficiency Improvements

Motors & Drives Series

- Motors and Drives Fundamentals
- Motor Selection
- Motor Controls
- Drive Types
- Economic Comparisons
- Maintenance/Troubleshooting

Natural Gas Series

- Understanding Natural Gas
- Metering/Billing and Rates/Regulations
- Natural Gas End-Uses

Power Quality Series

LOGIN

UserID
Your Email
Password
Submit Reset



In-House E-learning Programs

Home

Edit Page

Refresh

Lisa Simpson
503

Announcements

View: Past **Present** All | Sort: Descending
There are no new announcements.

Courses

- ❑ **2009 Rate Changes**
Role: SUPVR, LEARNING & ENGAGEMENT RC
- ❑ **Campus Car Program**
Role: SUPVR, LEARNING & ENGAGEMENT RC
- ❑ **Course - SMUD Engagement in the Community - Module 1**
Role: SUPVR LEARNING & ENGAGEMENT RC
- ❑ **NERC Compliance Training**
Role: Student
- ❑ **SCORCH Observer Refresher**
Role: Student

- ❑ **Microsoft Office 2007**

- ❑ **EDM (Enterprise Document Management) Training Materials**

Content Search

[Advanced Search](#)

Search

Search

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Directory of All Content Available

- ❑ **CSBU - Customer Service Business Unit**
Role: Member
- ❑ **Performance Solutions**
Role: Group Editor

Technology Training & Support

- First tier technology support for users of technology
- Troubleshoot and fix or pass to appropriate level in organization for isolation and repair
- Communicate work-around and repair status to users
- Educate users in the case of user errors
- Implement new technology and changes to existing: business process, acceptance testing, communication, education





SMILE Network

- **Mission:** Connecting employees with development opportunities to build a better tomorrow.
 - Speed meetings
 - Lunch & learn
 - Networking mixers
 - Networking mentor program
- **Value:** Increases collaboration and communication between people and departments.





Paul Lau kicks off the Compact with the Customer brown bag held in the HCC.

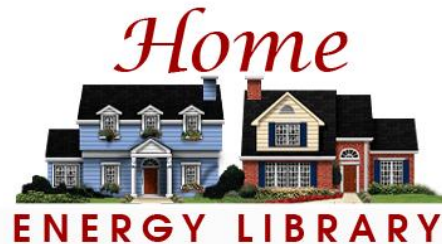


Just in Time Resources

- Program Information Application (PIA)
- Thirty Seconds of Education
- Resource Library (books)
- On-Line documentation
- Residential & Commercial Energy Reference Centers
- Information bulletins (changes in technology/business process)



Residential Energy Reference Center



Existing Homes



New Construction



Outdoor Living

[Home](#) | [Index](#) | [FAQs](#)

- Existing Homes
- New Construction
- Outdoor Living



2010 Major Initiatives

- Smart Meter implementation
 - Peak Pricing
 - Demand Response
 - Customer Engagement (TBD)
- Education for new programs funded by stimulus grants
 - Home Performance
 - Residential Information & Controls Pilot Program
 - “Ramp Up” funding
- Customer relationship management (CRM) roadmap and implementation preparation
- Implementing social media tools to increase productivity and information exchange



Questions

