

**Human Resources**

**Center for  
Public  
Leadership &  
Learning**

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# HR ONE

Optimizing Your HR Journey  
Through CONNECTION



# Division Summary

The **HR-Center for Public Leadership & Learning** is comprised of talented and passionate learning leaders seeking to become the premier leader in government training by cultivating public service professionals and organizations through transformational learning solutions. Committed to igniting passion, empowering people, and advancing performance through partnerships and learning. There are six unique, yet inter-connected service lines that make up our division:

## Office of the Chief Learning Officer (CLO)

- Builds and sustains the operational infrastructure that drives success across the division.
- Develops and executes the enterprise learning strategy, ensuring alignment with City priorities, HR initiatives, and departmental needs.
- Oversees CPLL data analysis, evaluation, reporting, and IACET accreditation.
- Leads CPLL branding and learner communications.

## Learning & Performance Management (LPM)

- Manages the City's HEAR Employee Performance program, TMS Learning Management System, and Talent Administrators Community (TAC).
- Partners with departments to deliver technical support, citywide training, and job aids for HEAR and classified employee training.

## Learning Design & Technology

- Creates learner-focused, high-impact learning solutions across multiple formats and technology-enabled environments.
- Designs customized programs tailored to organizational and departmental needs.

## Organizational Development

- Serves as a strategic partner to department leaders, delivering consulting solutions that drive organizational success and engagement.
- Leads Gallup Strengths-Based Leadership Assessment & Coaching.
- Champions the Involve & Evolve Employee Engagement initiative and key engagement drivers.

## Learning Experience Team

- Elevates leadership and team performance through high-quality learning experiences that inspire new ways of working.
- Manages Citywide Training schedule, training operations, and the learner registration.
- Conducts private-cohort training for departments
- Maintains partnerships with universities to expand learning opportunities.

# Learning as a Strategic Driver for the City

## Upskilling the City's Workforce



- Boosts the City's economy by addressing high-demand departmental workforce needs, enhancing employee productivity, and providing specialized training
- Closes skill gaps and builds sustainable pipelines into critical roles
- **Strengthen Departmental Collaboration, Capabilities, and Accountability**
- **Enhances & Expands Learning Opportunities** tailored to employee skill gaps or departmental needs
- Integrates new technologies or approaches to innovate service and operational delivery
- Increases organizational capabilities through internal and external partnerships
- **Strengthens Alignment and Connection with Departmental & Organizational Priorities**

# Leadership & Learning At Every Level



**City of Houston**

**Chain of Command**

**Mayor**

Department Director

Deputy Director

Assistant Director

Deputy Assistant Director

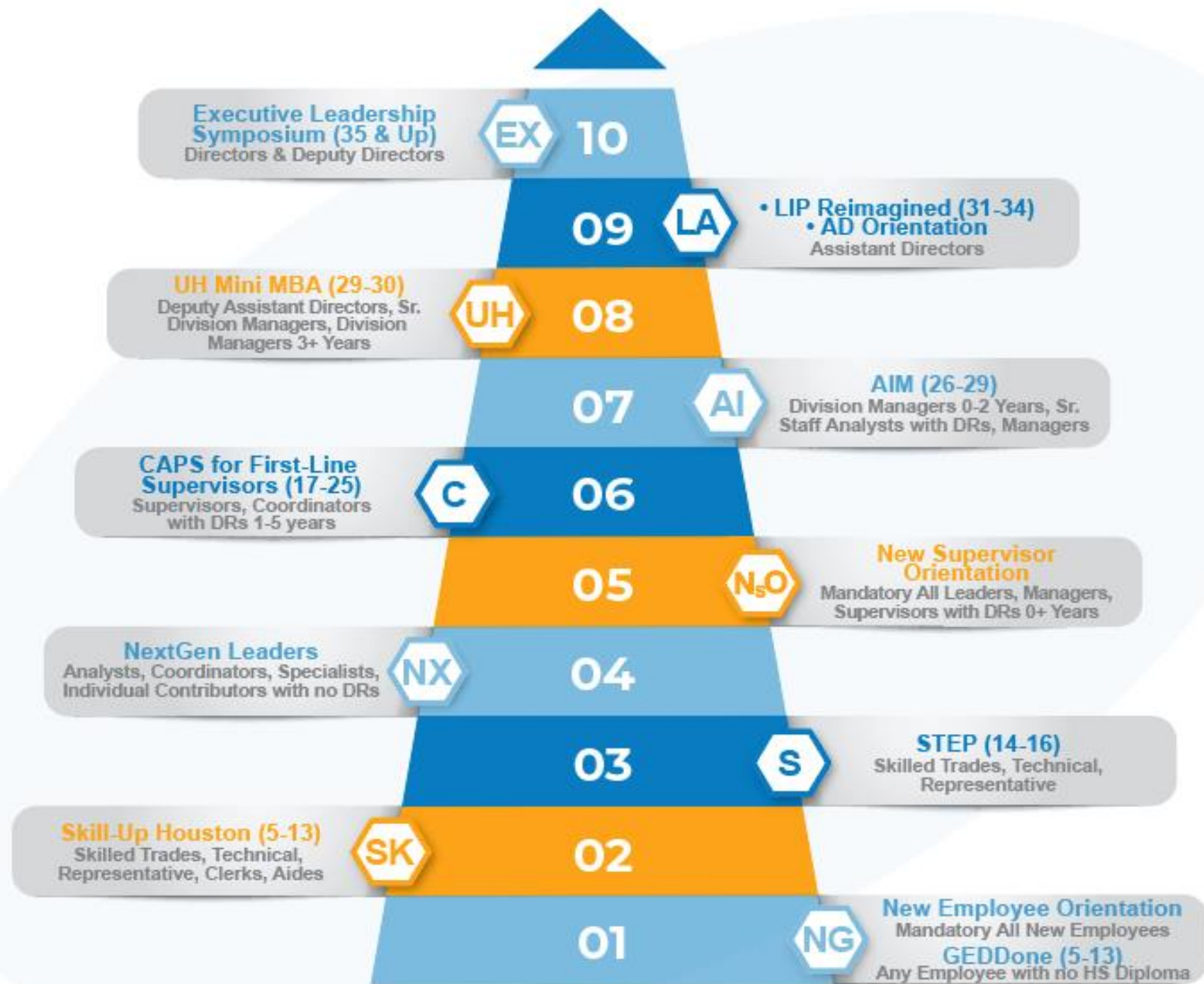
Executive Managers  
(e.g., Section Chief, Bureau Chief)

Middle Managers

Front-Line Supervisors

Line Employees

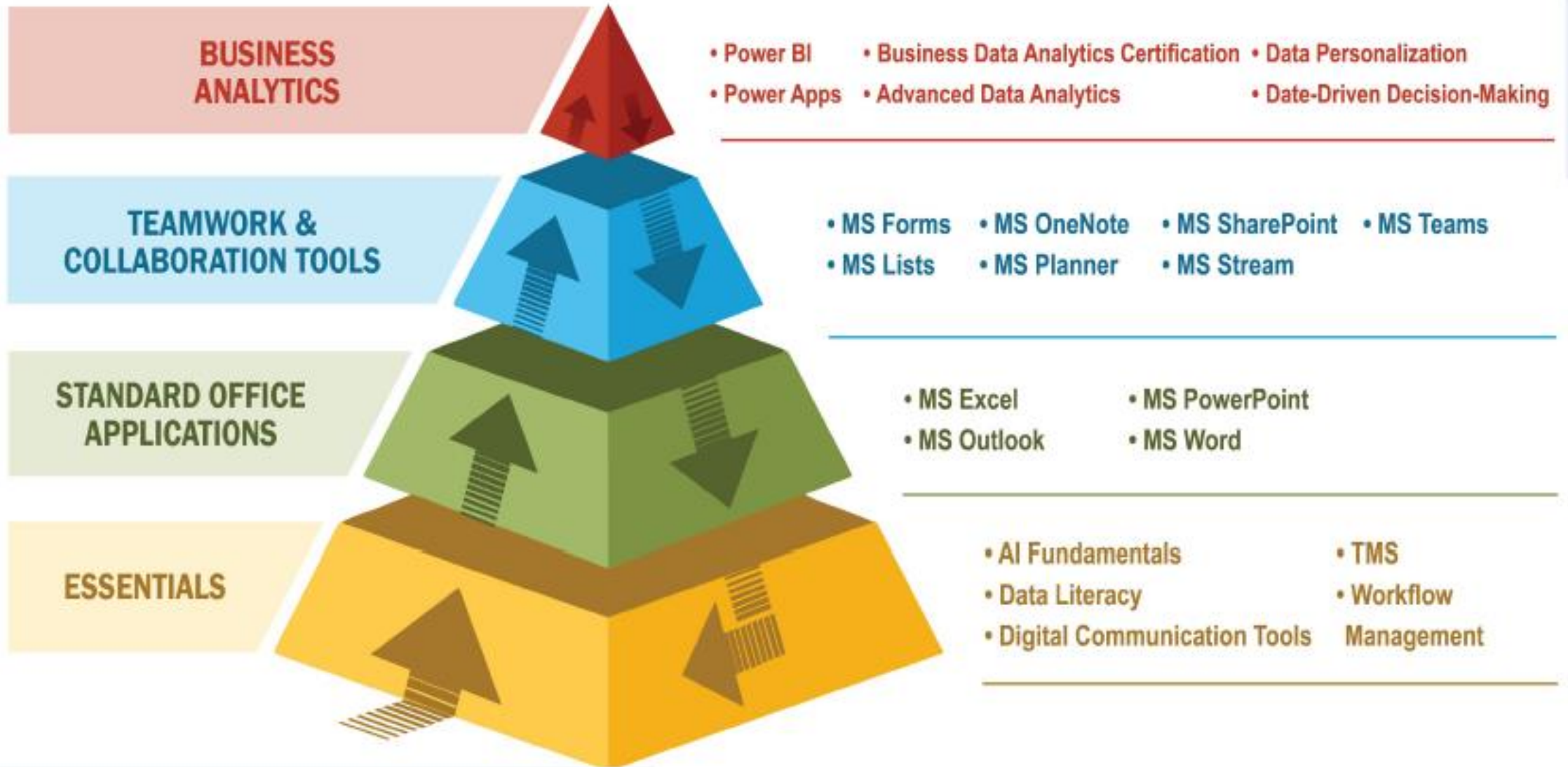
# Leadership & Learning At Every Level



# Creating Pathways to Leadership & Learning



# Technical Learning: Digital Literacy & Application



# Technical Learning: AI & CoPilot Chat



**Understanding AI & GPT-Based Tools**  
(For introductory level users)



**The Power of Prompt Engineering**  
(For introductory level users)



**Copilot Chat for Business Communication & Collaboration**  
(For introductory level users)



**Ethics & Bias Awareness in Copilot Chat**  
(For introductory level users)



**Intermediate Applications of Microsoft Copilot for Process Improvement and Problem Solving**  
(For intermediate level users)



**Strategic Prompt Design with Microsoft Copilot for Complex Work Tasks**  
(For intermediate level users)

# Specialized Learning: Staff Analyst Development Program



**Business Strategist**

## **Business Strategist**

Executive decision-making expertise for insights and direction with enterprise scale projects and initiatives.



**Business Advisor**

## **Business Advisor**

Demonstrated proficiency with advanced analytics skills using MS Excel or Google Sheets to provide insights to key stakeholders and mentor analysts.



**Data Professional**

## **Data Professional**

Demonstrated proficiency providing reports and insights to leadership and key stakeholders on a regular basis.



**Data Practitioner**

## **Data Practitioner**

Demonstrated proficiency advanced MS Excel or SQL Server skills performing data analysis and reporting insights.



**Emerging Data Associate**

## **Emerging Data Associate**

Demonstrated proficiency working with basic datasets in MS Excel workbooks using formulas and functions.

# Specialized Learning: Communications Hub Development Program

As part of the City's effort to centralize and elevate public-facing communications, the Mayor's Office is launching a new Communications Hub model.

**The Hub model strikes the right balance:**

- **Citywide alignment on standards, tools, and brand consistency**
- **Department-level responsiveness for unique priorities**
- **Shared expertise and resources so communicators can specialize, grow professionally, and work on high-impact projects across the City**

Public sector communications training enhances skills in digital media, crisis management, stakeholder engagement, and strategic planning, ensuring compliance with public interest. Programs focus on transparency, accessibility, clear writing, and building trust through evidence-based messaging.



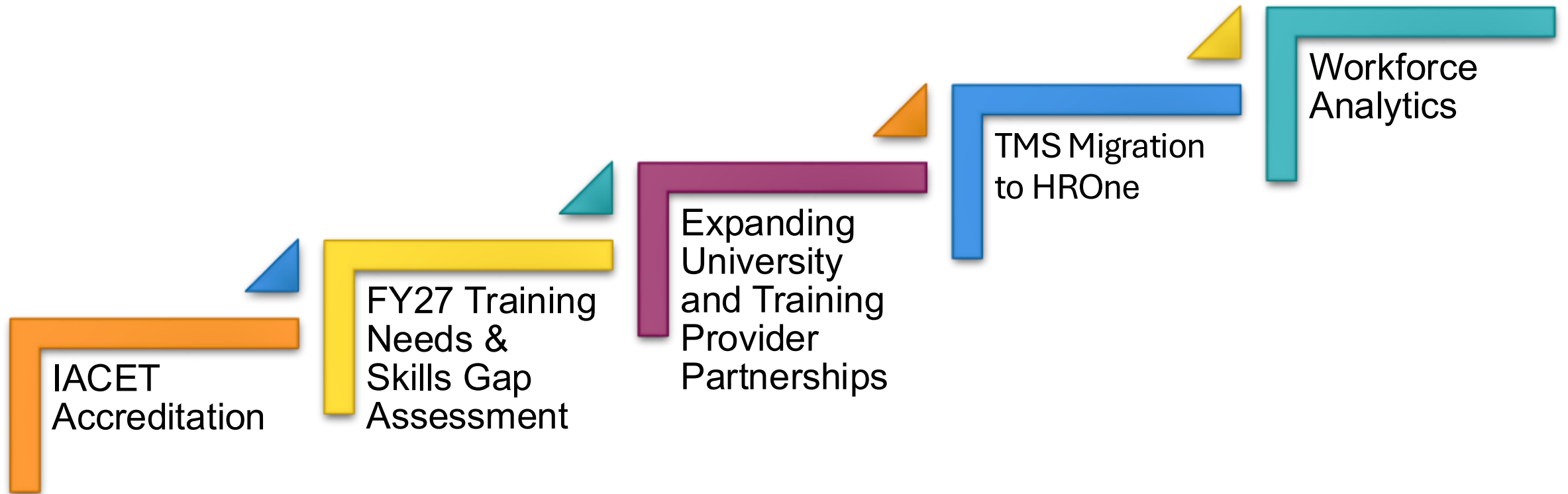
# Specialized Learning: Military Leadership & Career Development Program



HR-CPLL is exploring how to best support military veteran, active duty, reserved, and retired employees as they transition into municipal government careers and grow within City service.

The program will include training, mentoring, career navigation resources, hiring supports, onboarding improvements, leadership development, and other transition services.

# Next Steps to Upskilling the City's Workforce



Visit <https://talent.houstontx.gov/Saba/Web/COH> to register your team for learning opportunities



### Login Instructions

Click below on your designated department's link to be connected to the TMS login page.

Houston Police Department - [Click Here to Sign In](#)

### Need Support?

HOUTX Users [Reset your Network Password](#)

For TMS or HEAR Support [Department Administrator List](#)

Houston Police Dept. Password Support [Department Administrator List](#)

**THANK YOU**



**HUMAN  
RESOURCES  
DEPARTMENT**