



CITY OF OKLAHOMA CITY **OWN THE OUTCOME.**



HEAR IT.
OWN IT.
DO IT.
IT MATTERS.



New Personal and
Professional
Development Series
Offered by Human
Resources

Hear it. Own it. Do it. It matters.

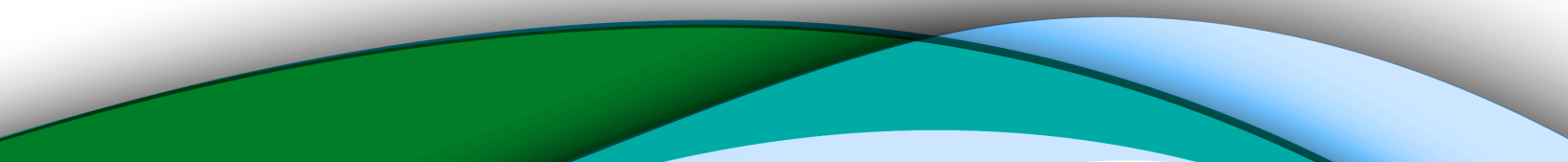
Accountability begins with each of us. When we **Own the Outcome**, we don't just complete tasks—we take initiative, follow through, and step up to solve problems, even when they fall outside our formal responsibilities. Our actions—or inaction—have a real impact on our teams, our organization, and the people we support.

City leadership is committed to modeling this value by creating a culture where feedback is expected, accepted, and acted upon. That's the driving force behind the “**Hear it. Own it. Do it. It matters.**” series.

This initiative equips employees at all levels to:

- ✓ Hear feedback with openness
- ✓ Own their growth by taking responsibility
- ✓ Do something with it through meaningful action
- ✓ Understand why it matters to the City's mission and outcomes

By embedding feedback into our daily work, we strengthen trust, improve performance, and uphold our shared commitment to each other and to the community we proudly serve.

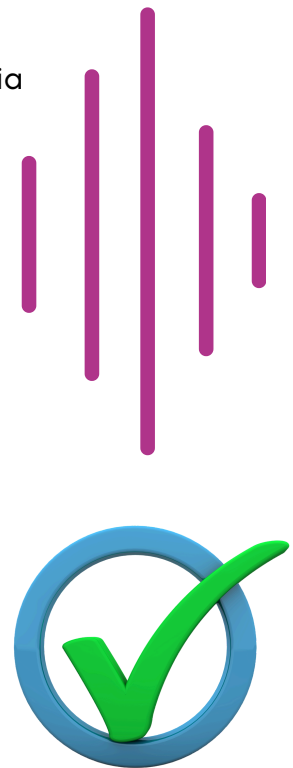


October 17 - Series Launch

- Courses open for enrollment
- Core and elective courses offered quarterly, in-person and via Teams
- 45 minutes in duration
- Feedback Tools "How-To" guides available

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- **Oracle Employee-to-Employee Feedback:** Enables employees to give and receive real-time feedback directly within Oracle
 - **Oracle Career & Performance Feedback Center:** Provides a centralized space where employees can request or view feedback about themselves
 - **SkillSoft CAISY AI Coach:** Enables employees to practice tough conversations in a safe, adaptive environment*
 - **Scenario-based AI Prompts:** Provide guided practice for feedback conversations using real-world scenarios
 - **Learning Lab Playlist:** Offers opportunities for deeper learning and skill-building

*CAISY licenses are available on a first request/first access basis.



**Recognition Toolkit--
Competency Kudos:**
Celebrate progress and reinforce positive behaviors with printable recognition tools.

Core Courses



Action Items for Employees:

- Enroll in core courses.
- Complete electives.
- Practice giving and receiving feedback.
- Try CAISY.
- Use AI prompts to rehearse real world feedback situations.
- Explore *Learning Lab* playlist.
- Recognize others.
- Own your development.

Who Can Participate and How Do They Enroll?

Courses are open to all City employees via sign up in [Oracle Learning](#). Many classes have a minimum of 10 enrollment number, so please sign up ahead of time to prevent class cancellations. Use the QR code to enroll.

Hear It—Listening Without Defensiveness:

Strong feedback starts with listening. This course builds the skills to hear feedback clearly, set aside defensiveness, and focus on what's being said. Participants will practice active listening techniques and learn how to revisit conversations using City tools like Teams and Oracle Learning.

Own It—Taking Responsibility for Feedback:

Feedback only makes a difference if you take ownership of it. This session teaches employees how to acknowledge input, accept responsibility, and create a personal action plan. Participants will practice documenting and tracking their progress so they're ready for performance reviews and future opportunities.

Do It—Turning Feedback into Action:

Action is where feedback becomes growth. In this course, participants learn how to translate feedback into measurable goals, follow up with colleagues and supervisors, and use City tools like Planner or Oracle Learning, to keep progress on track.

It Matters—Why Feedback Impacts the Whole City:

Feedback is more than a personal growth tool — it shapes the City's culture and reputation. This class explores how employee and resident feedback connects to staffing, budgeting, and policy decisions. Participants will learn why their individual response to feedback matters for the entire organization. The Office of Innovation will be invited to talk through process improvement and the functions of their office, as well as present some case studies.

Electives:

- Writing Feedback That Works (Surveys, Reports, and Reviews)
- Feedback Across Channels
- From Complaints to Constructive Feedback

Action Items for Managers:

- Support and encourage your employees' participation—courses are short, practical, and impactful.
- Promote your employees' use of Oracle tools and CAISY for real-time feedback practice.



okc.gov/learning