

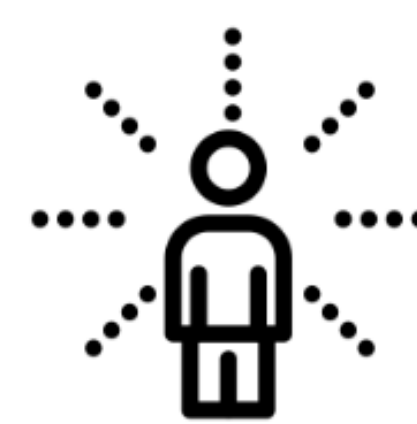
PRACTICAL COMMUNICATION TOOLS (PaCT)

The goal of the Workforce Development PaCT program is to enhance the customer experience by helping employees who serve the public to become more comfortable, confident, supported, less stressed and ultimately safer.

PaCT TRAINING INCLUDES FOUR MODULES:



Creating and Maintaining a Positive Mindset



Enhancing Awareness & Embodying a Spirit of Service



De-escalating Challenging Situations

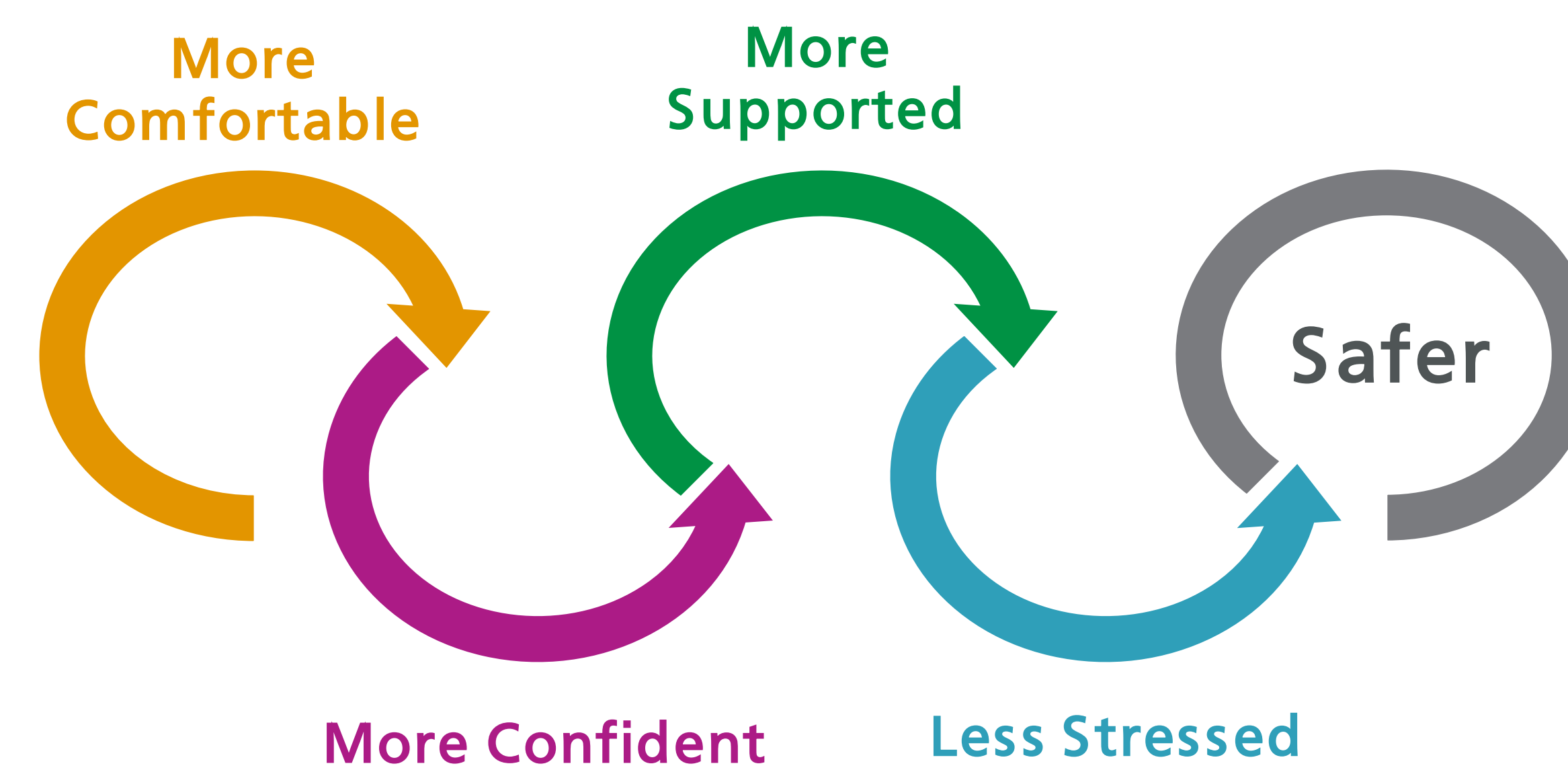


Building Resilience in Oneself and Others

REINFORCING PaCT:

Practical Communication Tools for Safety and Service

Enhancing the customer experience by helping employees who serve the public become:



THE PACT PROGRAM HAS TRAINED:

- More than **2,430 public-facing employees** have been trained to date. This accounts for more than 16,367 personnel training hours.
- Service Essentials for Leaders class has trained **more than 197 supervisors and managers** and accounts for more than 1,576 personnel training hours.

NEXT STEPS

- 12-month reinforcement plan (*Supervisor trainings and mini-modules*)
- Promote Universal Standards of Service
- Normalize PaCT principals at all levels
- Systematize reinforcement
- Measure results
- Equip leadership to continue culture evolution
- Transition from WD Project to WD Program
- Broaden training reach and modify PaCT training principals to meet the needs of all team members



The Roadmap to Resilience is one method introduced in the PaCT Program. It is designed to help people understand how they process adversity, trauma and stress and then develop a strategy to check-in with themselves, establish a good support system, and set themselves up for success in all aspects of their life, be it at work or at home.