

City of New Braunfels Human Resources Department was honored with the Texas Municipal Resources Association (TMHRA) Human Resources Impact Award of Distinction (population 25,001 and over) on Wednesday, May 8, 2024, by her peers of the TMHRA at the annual conference in Denton, Texas. The Texas Municipal Human Resources Association mission is to grow and enhance the professional development of our dedicated and compassionate members through effective *knowledge sharing* and *relationship building*. TMHRA offers its members a unique forum where the interests, concerns, and problems affecting civil service and Human Resources professionals can be shared and discussed.

The Human Resources Impact Award of Distinction recognizes a local government HR department that has developed innovative programs and/or services to solve municipal human resources management problems and/or enhanced the organizational culture. This award recognizes long-term creative solutions, large or small in scope, that have shown an impact on the organization over the last 18 months.

City of New Braunfels HR Department is recognized for its Learning and Development programming, specifically the leadership continuum model. With 50% of voluntary separations in the organization caused by team members leaving for other organizations with better compensation/career advancement opportunities, the City has continued to focus on the development of a total rewards strategy which prioritizes career pathing, coaching, and support.

The leadership continuum currently includes the following elements:

- Ongoing HR Trainings – HR’s Learning Management System (LMS), Thinkific, Texas Municipal League (TML) in-person trainings, and other opportunities offered through HR as well as departmental sponsored training.
- NB Connect Program – Opportunity to learn more about the City’s departments and their daily operations through a year-long shadowing and relationship-building program
- Reaching Internal Service Excellence (R.I.S.E.) Supervisor and Administrative Professionals Training – Online trainings provided on City of New Braunfels processes and policies to assist team members in their daily work, such as timekeeping, performance management, budgeting, purchasing, and more.
- Learning Effectively, Achieving Progress (L.E.A.P.) program – In-person, soft skills leadership development focused on topics such as communication, conflict resolution, managing a team, time management, and more.

- New Braunfels Leadership Academy (NBLA) – Eight month in-person leadership discovery program to dig into self-awareness and your personal/professional leadership journey
- Servant Leadership Summit – Program designed specifically for Fire and Police leadership to discuss and apply the most relevant and powerful servant leadership practices, with focused case study discussions with their peers.

The department has prioritized enhancing current initiatives as well as adding new, innovative, and needed development paths for various team members for both traditional and non-traditional moves. Focus was placed on how we could better develop and challenge our City team at all levels in the organization to maintain job satisfaction and engagement. We connect annually with each department to understand their various needs and training focuses to partner together successfully.