



Human Resources

New Employee Orientation

Miami-Dade County employees are scheduled for New Employee Orientation Training during their [New Hire Processing Appointment](#).

New Employee Orientation Training - NEO

New employees will be scheduled to attend an orientation workshop within the first two weeks of their date of hire to ensure that they begin County employment understanding how their performance impacts the County's mission.

The County's Results Oriented Government philosophy is the centerpiece of the orientation workshop. Other key concepts of the workshop include "learning your role in the County's mission" and embracing the important philosophy of "everything matters."

The NEO workshop addresses, in part, the County's Human Capital Development Leadership Competencies. In addition to the above mentioned one-day workshop, all new and existing employees are required to complete the following online workshops. The online courses for new employees are required to be completed within one month of hire.

Leadership Competency: Continual Learning

Ethics - ETHN *

This workshop is a required course for all Miami-Dade County employees. Topics covered include how Ethics plays an important role at the workplace, learn about ordinances relating to Ethics, understand the roles of the Ethics Commission & Public Trust and Office of Inspector General (OIG), address recent regulations, advisory opinions, and County policies.

Leadership Competency: Ethics, Integrity and Honesty

Know Your County Government - KYCG *

This workshop is a required course for all Miami-Dade County employees. Topics covered include a history of Miami-Dade County, County form of government, senior staff and elected officials, the county's web portal, departments' background information, importance of customer service, and relevant information that benefits County employees internally and externally as County residents.

Leadership Competency: Service Motivation and External Awareness

Service Excellence - SE *

This workshop is a required course for all Miami-Dade County employees. This workshop gives participants a good foundation on meeting the County's Vision Statement, "Delivering Excellence Every Day." Participants will learn that Service Excellence is a major sub-component of Results Oriented Government.

Taking customer service up a notch by providing Service Excellence to internal and external customers is the main focus of this workshop. By the end of this workshop, participants will also have a better understanding of the County's strategic planning model and how they add value to the organization.

Leadership Competency: Customer Service

* Classes marked with an asterisk (*) are **only offered online**.
