THE PEOPLE PIPELINE

WORKFORCE DEVELOPMENT FOR A CHANGING WATER UTILITY

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Inspiring the Performance of a Lifetime
What is the Investment?

The current combined CIP budgets for Public Utilities in Cincinnati, Columbus, and Cleveland is...

A. $300M
B. $500M
C. $700M
D. $1B
Defining Workforce Development

A set of practices, policies and programs for developing employees in ways that best address organizational challenges and drive organizational success.
Why Should You Care?

Daily, how many baby boomers will be eligible to retire through 2030?

A. 1,000
B. 5,000
C. 10,000
D. 15,000
What We Know...
What Can Be Done?

The single most effective workforce development strategy is...

A. Skills Training
B. Skills Coaching
C. Skills-based Mentoring
D. None of the Above
Leading At Work (LAW) Model

Diverse, Capable, and Ready Workforce
The LAW Model

✓ Training: Based on objectives set out by a trainer or instructor. Focused on traditional skill development.

✓ Coaching: A thought-provoking and creative process that inspires an individual to maximize their personal and professional potential.

✓ Mentoring: Using an experienced person who provides wisdom and guidance to a person with less experience. Focused on attitudes and behaviors.
Inspiring the Performance of a Lifetime

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PROGRAM OVERVIEW

DPU TARGETED BUSINESS STRATEGIES

Communications
1.1.2 - Keep active dialogue and proactively seek feedback from our customers, internal and external, regarding goals, projects, plans, and rates.

Departmental Coordination
1.2.3 - Work across the divisions and departments to leverage the skills, knowledge, and practices to attain a more efficient operation.

Innovation
1.2.4 - Continuously seek new approaches, methods, and technologies to improve our performance.

Staff Enhancement
1.2.6 - Staff fostered, supported and advanced through training to provide opportunities for career growth.

Planned Growth
2.1.2 - Plan and provide the infrastructure to meet the long term needs of the community.

Contracting and Hiring
2.2.1 - Create an environment that promotes a workforce reflecting the diversity of our community.

NEW SKILL COMPETENCIES

1. Adaptability
2. Business Etiquette
3. Communication Styles
4. Critical Thinking
5. Customer Service
6. Organizational Politics
7. Relationship Building
8. Strategic Planning
9. Strategic Thinking
10. Team Building/Teamwork

LONG TERM PROGRAM OUTCOMES

a. Increased Morale
b. More Competent Workers That Understand and Replicate Positive Workplace Behaviors
c. Better Preservation of Departmental Knowledge and Skills
d. Management that better understands the needs of the DPU workforce
e. More Active Career Mapping among DPU Employees

MENTORING...

the use of an experienced individual (mentor) to teach, guide and develop someone with less knowledge or experience (mentee) in a given area. Mentoring is a dynamic association between an individual who needs to learn and another who is willing to help and guide the learner.

MENTOR...

an individual with specific knowledge or experience in a given area of expertise, who is willing and able to share that knowledge or experience with another.

MENTEE...

an individual who seeks or needs experience, knowledge and/or skills in a specific area and who looks to another individual(s) to gain that which is lacking – the receiver.
PUMP Video
7 Quick Ways to Evaluate Your Workforce Development Efforts
Is our skilled labor/technical-based workforce provided opportunities to grow their professional skills in addition to their technical skills?
Does our organization have a formal mentoring program for employees?
Do we support our future workforce pipeline?
Do our mid-level and senior managers have opportunities to support their performance and growth by consulting with external advisors?
Do we keep an eye on where the workforce trends are moving?
Do we have the right mix of backgrounds, skills, and perspectives at all levels of our organization?
Do we have a “learning environment”?
So How Are You Doing?

How I would rate my organization in regards to how we build, develop, and maintain our team?

A. We’re Awesome!
B. We’re Okay!
C. We Suck!
Q&A

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