

Kentucky Workforce Academy

Transforming the Way We Work



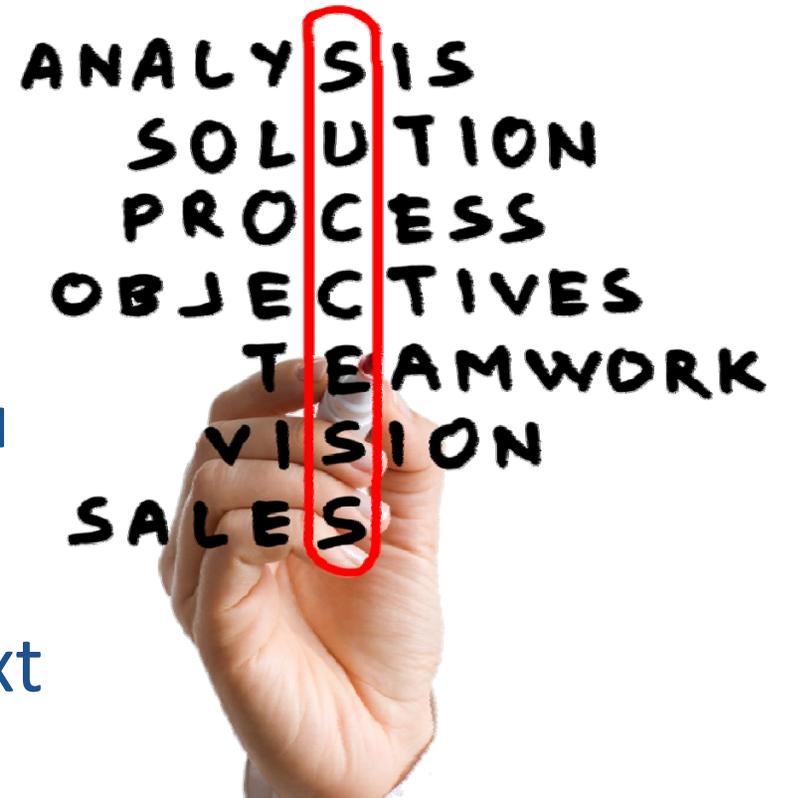
Envision. Develop. Achieve.

November, 2011



Our Objectives

- Introduce KWA
- Define our goals
- Explore your role and the benefits KWA can offer you
- Highlight our progress
- Tell you what to expect next from the KWA team
- Answer your questions





ENVISIONING OUR FUTURE



Brand Promise Statement

As a team of experts, we are dedicated to providing Kentucky employers with a qualified, skilled workforce and the people of Kentucky with career, job training and educational opportunities.

With the *unique ability to connect* employees and employers through the combined efforts of state and local partners, we will become a valuable, competitive and best-in-class asset in the growth of our regional and national economy.

By *guiding, empowering and inspiring* our customers, we will continue our mission to create success stories across the Commonwealth.

© 2011 Landor Associates



Kentucky's Future Vision

- Customer Focused, Solutions Based
- Sector driven to growth
- Preparing for family-sustaining jobs
- Alternative Pathways
- Seamless partnerships
- Quality driven - accountable

A Focus on high-potential Sectors.

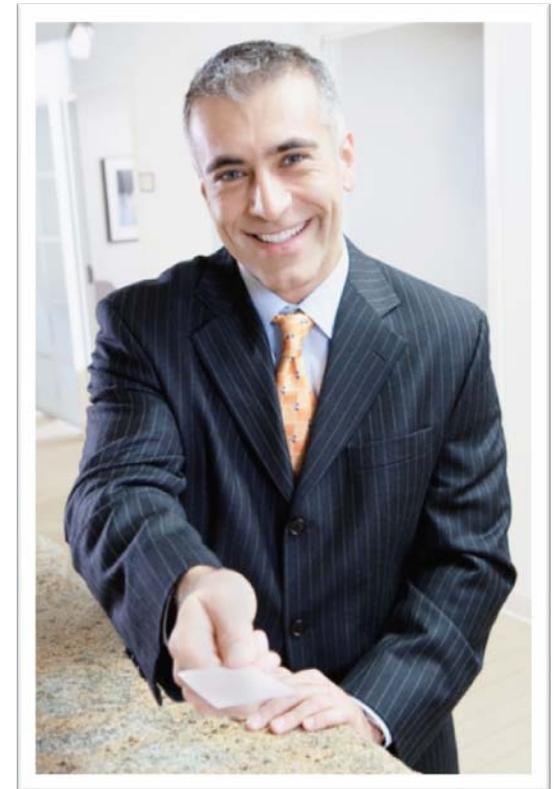


DEVELOPING OUR SKILLS



Kentucky Workforce Academy

- The KYA will provide professional development resources that will help us to:
 - Expand and communicate our vision
 - Prepare our workforce for new roles and responsibilities
 - Prepare trainers and coaches to help develop our (collective) professional skills
 - Prepare managers and leaders to help support new performance expectations and standards.





Kentucky Workforce Academy

Phase 1 Preparation & Planning
(Fall 2011)

Phase 2 Comprehensive Needs
(Fall 2011) Competency Assessment

Phase 3 Curriculum Design & Development
(Winter)

Phase 4 Curriculum Pilot Delivery
(Winter)

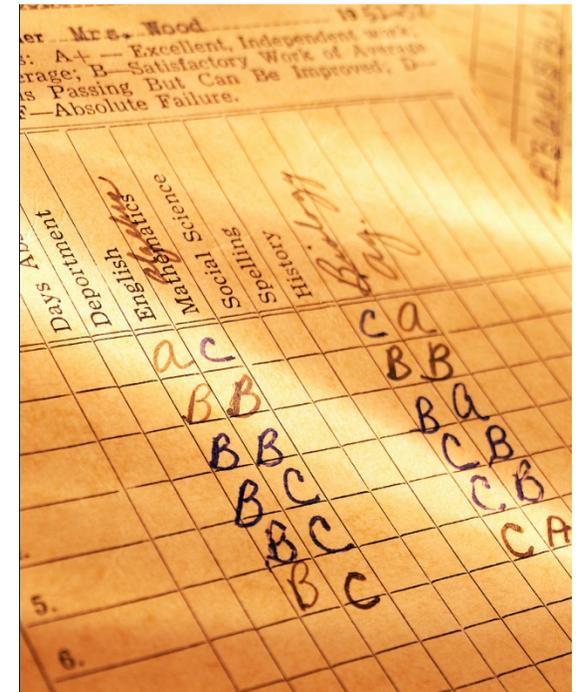
Phase 5 Train-the-Trainer &
(Spring 2012) Curriculum Roll-out





Understanding the Need

- Needs Assessment Phase has just been completed:
 - Needs Assessment Survey
 - 718 responses across Kentucky's system (online)
 - Focus Groups
 - Organized with staff and managers from across the Commonwealth (@ 100 participants)
 - Focused on 8 targeted cohort groups





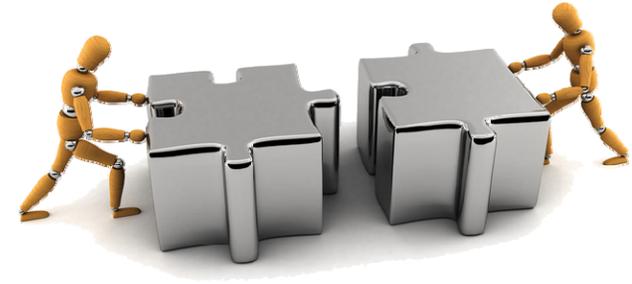
Needs Analysis Survey

- Sent to 2500 people, representing:
 - 8 cohort groups
- Allowed approximately 3 weeks for completion
- Obtained total of 718 responses
- Survey assessed:
 - Awareness of Kentucky's Transformational Change Initiative
 - Leadership/Management
 - Training Needs by Job Role (cohort)



Focus Groups

- In the Focus Groups, we:
 - Validated/refined the results of our needs analysis survey;
 - Analyzed the ‘gap’ in staff skills that we need to help bolster;
 - Informed our curriculum planning and training design; and,
 - Engaged the help of peer-identified Opinion Leaders in reaching our Future Vision for a Transformed KY Workforce System.





Summary of Training Needs:

Academy Core Training Areas:

- Change management skills
- Collaboration skills (teams)
- Communication skills
- Leadership skills
- Business/System Acumen training
 - (knowledge of the future state, roles and responsibilities)
- Multiple specific skills by cohort





Our Next Steps:

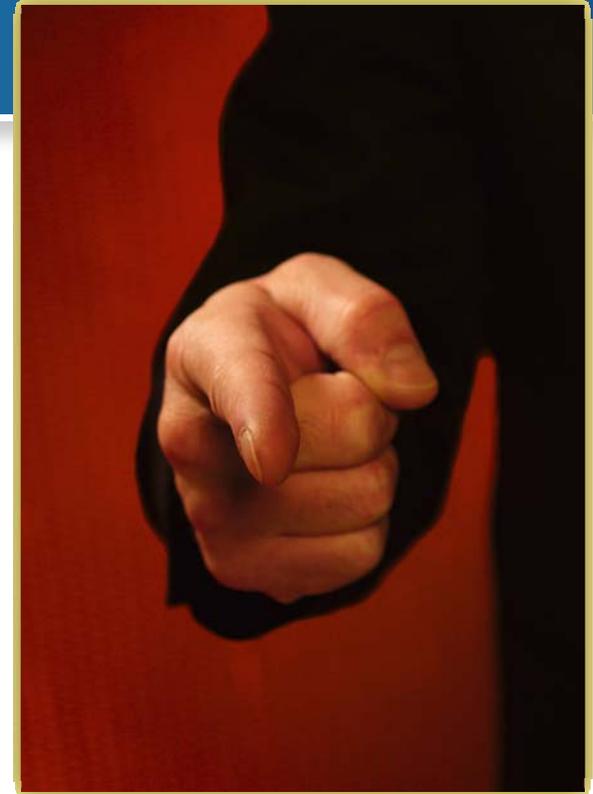
- Entering the Design & Develop Phase:
 - Begin Curriculum Plan development
 - Full set of recommendations for professional development curriculum
 - Topics, learning objectives, medium
 - Develop “first tier” of professional Development
 - Full-day curriculum to kick-off KWA and transformation
 - Articulate the Future Vision
 - Define changes in roles and responsibilities
 - “bubble up” ideas and innovations from cohort leaders
- Train-the-trainer sessions begin Q1 - 2012





Your Critical Role

- Ask questions
- Provide feedback
- Imagine a better “future state” – driven by:
 - enhanced customer satisfaction
 - Better use of scarce resources
 - Better alignment with our partners
 - More robust regional economic growth
- Become a “stockholder” in the change!





Thanks!

