

Maher & Maher

Where Significant Change Occurs

Kentucky Workforce Academy Kentucky Workforce Investment Board Update

February 16, 2012

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Today's Objectives



- ❖ **Update you on our Kentucky Workforce Academy (KWA) project**
- ❖ **Our progress**
- ❖ **Plans for our “pilot” program**
- ❖ **Beyond the pilot plans (next steps)**
- ❖ **Answer your questions**
- ❖ **Get your feedback!**





- ❖ **KWA 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 professional skills
 - Prepare managers and leaders to help support new performance expectations and standards.



Status Update



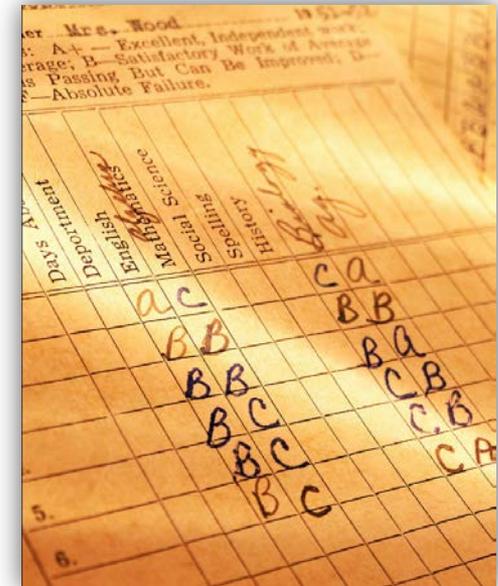
Phase 1 <i>(Fall 2011)</i>	Preparation & Planning
Phase 2 <i>(Fall 2011)</i>	Comprehensive Needs Competency Assessment
Phase 3 <i>(Winter)</i>	Curriculum Design & Development
Phase 4 <i>(Winter)</i>	Curriculum Pilot Delivery
Phase 5 <i>(Spring 2012)</i>	Train-the-Trainer & Curriculum Roll-out





❖ Needs Assessment Phase 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)**



❖ In the Focus Groups, we:

- Validated/refined the results of our survey;
- Analyzed the ‘gap’ in staff skills;
- Informed our curriculum planning and training design; and,
- Identified Opinion Leaders within the workforce system we might be able to leverage as we move forward.



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**



What We're Working on now ...



❖ **Design & Develop Phase:**

- **Now developing “first tier” of professional
Development**

- Two-day curriculum to kick-off transformation
 - Articulate the Future Vision
 - Define changes in roles and responsibilities
 - “bubble up” ideas and innovations from cohort leaders



❖ **Pilot Training – Feb. 29 – March 3**

❖ **Curriculum Plan development**

- **Full set of recommendations for curriculum**
 - Topics, learning objectives, media



Kentucky Workforce Academy Pilot Training

Foundations for the Future

Building Kentucky's 21st Century Workforce System

February 28 – March 1, 2012

Foundations for the Future: Curriculum Overview



- › **Module 1:** Building a Foundation for Transformation
- › **Module 2:** Building the Future Kentucky Workforce System
- › **Module 3:** Setting the Standard
- › **Module 4:** Putting it All Together: My Local Plan for Action

Why?

What?

The Customer

The Plan

FOR MANAGERS ONLY:

- › **Module 5:** Managers as Mentors For Change Workshop

Agent of Change



Innovation in Action Activity



- **At the end of each module:**
 - ▢ **Complete an Innovation Action Plan**
 - ▢ One key idea or goal
- **Between modules:**
 - ▢ **Hold a 3 to 5 minute meeting with supervisor**
 - ▢ What's your idea
 - ▢ How can they support it?
- **Beginning each module:**
 - ▢ **Debrief the experience**



“84% of all US
companies are
involved in a major
change initiative”*

(46% reporting multiple,
simultaneous events)

* Nikolaou, L., et al (complete footnote & add to bibliography slide at end)

“Large scale, substantial” changes*

More volatile	Deeper/faster cycles, more risk	69%
More uncertain	Less predictable	65%
More complex	Multifaceted, interconnected	60%
Structurally different	Sustained change	63%

*IBM Research (add footnote here and to bib)

**“The trouble with our times
is that the future is not
what it used to be.”**

*~ Paul Valery, French Poet,
Essayist and Critic, 1871-1945*

**"Change is disturbing
when it is done to us,
exhilarating when it is
done by us."**

*~Rosabeth Moss
Kanter*

The Profile of an Agile WorkerSM



- › I am open to this new experience
- › I am motivated to achieve
- › I am open to disruptive innovation – a creative thinker focused on finding solutions
- › I work well with others, but I'm not so trusting that I can't make my own decisions about what is best for me and my team during times of change
- › I am willing to make tough choices to improve my own interests and those of my team
- › I am secure in my own abilities – confident I can achieve
- › I am involved ... I feel as though I am an important part of the process today and tomorrow.



“Dream-storming” Kentucky’s Future!

 iStockphoto®



❖ **Multi-Day (3) Event:**

- **Days 1 and 2 – experience the training**
- **Day 3 – structured feedback session**

❖ **Participants:**

- **@ 70 “representative” staff**
 - State & local
 - Management and front line
 - Potential T3 participants





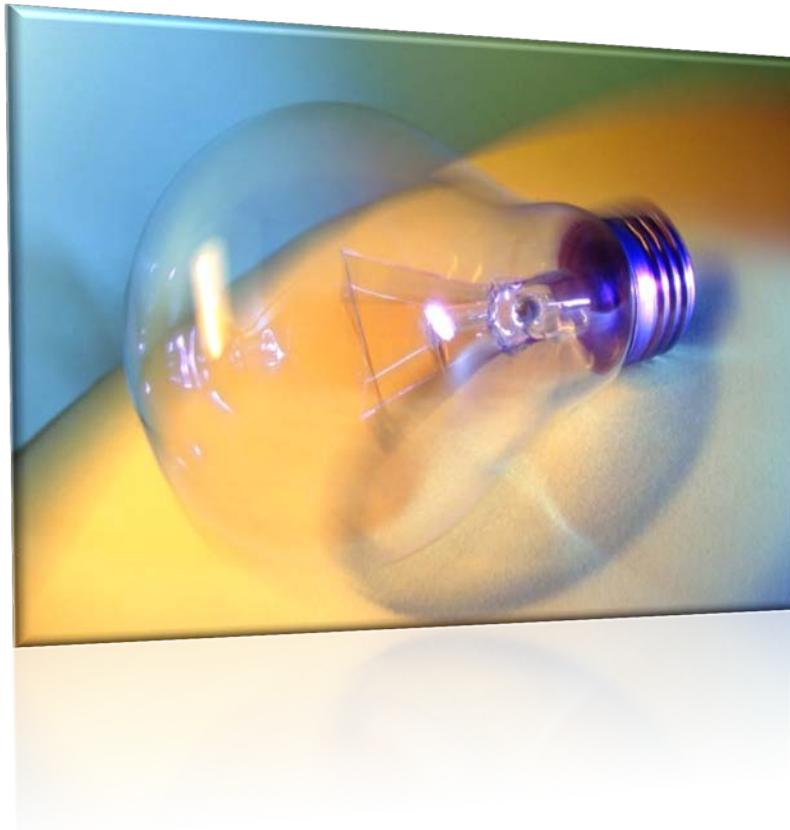
- ❖ **Refine & edit program**
 - **Using feedback gained during pilot**
- ❖ **Deploy the Program**
 - **Through regional T3 events**
 - Scripted trainer's guide
 - Participant guide
 - PowerPoint Slides
- ❖ **Author KWA Curriculum Plan**
 - **Final recommendations by cohort**



Questions?



Thank You!



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