



Strategic Workforce Planning for Government

Develop and Implement Workforce Plans that Identify and Meet the Future Talent Needs of Your Agency



October 19–22, 2009 | Washington, DC

You Will Learn How to:

Create an Effective Human Capital Plan

Identify the key components and processes for creating and executing a human capital plan

Build a System to Support Workforce Excellence

Learn how to develop the HR structures that enable your workforce to stay mission focused

Manage Workforce Performance to Drive Results

Align your HR leadership approach and your managers' skills to get the best from your workforce

Develop a Blueprint for Filling Your Leadership Pipeline

Create a roadmap to close the gap between the current capability and the future needs



Who Should Attend:

- Human Resource Directors
- Human Capital Specialists
- Training and Development Specialists
- Personnel Directors
- Training Officers

Top 5 Reasons to Attend:

1. Learn How to Strategically Engage Your Entire Workforce
2. Discover How to Address Mission Critical Occupations and Competencies
3. Gain an Understanding of Knowledge Transfer Tools and Techniques
4. Identify Innovative Initiatives and Benchmarks for Your Organization
5. Develop an Organizational Culture that Supports Workforce Excellence

Day One: October 19, 2009

Create an Effective Human Capital Plan

8:30

Registration and Continental Breakfast

9:00

Module I. Understand the Trends in Human Capital Planning at the Federal, State and Local Level

- Learn the current changes and themes in human capital research and practice
- Identify the factors driving your organizational need for strategic planning

Module II. Assess Organizational Readiness

- Identify the current critical HC needs and make an effective business case
- Create a strategy to garner stakeholder support required for success

Module III. Identify the Key Components and Process of a Human Capital Plan

- Align your human capital plan with your organization's mission and goals
- Apply a methodology for creating a human capital plan

Module IV. Develop Meaningful Human Resource Performance Metrics and Targets

- Measure how the HR function is advancing and supporting the mission of the organization
- Practice using measures for data based decisions
- Apply a standardized methodology for defining your measures and collecting the data

Module V. Identify Innovative Initiatives and Benchmarks for the HR Function

- Learn about relevant, pragmatic applications that work
- Utilize performance measures to improve your competitive edge

Module VI. Create an Implementation Structure

- Develop systems and structures to support the implementation of your human capital plan
- Define the roles and responsibilities for key stakeholders to ensure implementation occurs

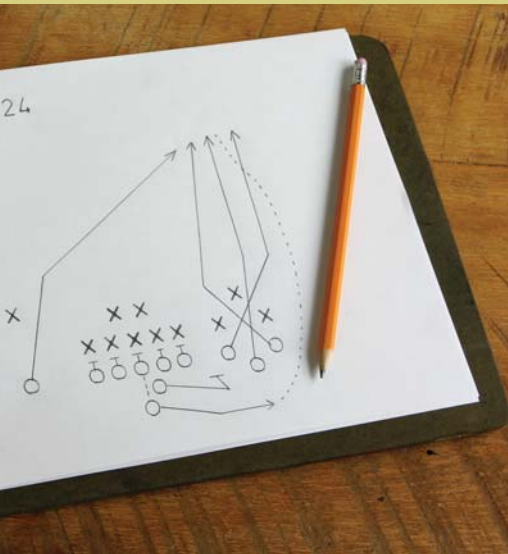
4:00

Day One Adjourns



“I appreciated the interactive dialogues that served as good learning experiences”

Tim Clapham, Director of Human Resources, Department of Conservation and Natural Resources



Day Two: October 20, 2009

Build a System to Support Workforce Excellence

8:30

Registration and Continental Breakfast

Module I. Learn How to Develop and Sustain an Organization Climate that Supports Workforce Excellence

- Discover the truth about employee satisfaction and productivity
- Learn how to collect and use employee feedback to facilitate organizational change

Module II. Develop Behavioral and Technical Competencies

- Define the characteristics most critical for success
- Apply proven competency models that impact organizational performance

Module III. Develop an Effective On-Boarding Process

- Learn about new employee orientation best practices
- Identify effective probationary strategies that promote individual and organizational success

Module IV. Develop Relevant Learning Systems

- Learn the characteristics of learning organizations
- Identify a variety of systems or models that deliver ROI

4:00

Day Two Adjourns

Day Three: October 21, 2009

Manage Workforce Performance to Drive Results

“The course was very timely for our organization. I will bring back information for discussion and improvement in our processes”

Jennifer Luttjohann, Deputy HR Officer,
VA Health Revenue Center

8:30

Registration and Continental Breakfast

Module I. Recruitment and Retention Strategies

- Get the right people on the bus and in the right seats
- Learn strategies for getting the “good ones” to stay

Module II. Develop Effective Accountability Systems

- Learn about innovative recognition and incentive programs
- Examine the pros and cons of pay for performance
- Identify effective components in performance appraisal systems

Module III. Manage the New Workforce

- Understand how generational issues impact the new workforce
- Utilize non-traditional management techniques for a non-traditional workforce

4:00

Day Three Adjourns





“There is immediate application for me as I explore talent management in relation to a recently completed workforce plan”

Claudette Grant Joseph, Workforce Development Officer, CDC



Day Four: October 22, 2009

Develop a Blueprint for Filling Your Leadership Pipeline

8:30

Registration and Continental Breakfast

Module I. Succession Planning

- Forecast future workforce requirements for key staff
- Evaluate your bench strength and identify high performers
- Provide opportunities that will increase competitiveness

Module II. Scenario Planning for Future Skills Assessment

- Identify the workforce competencies required based on future requirements
- Plan for the future without pre-selection

Module III. Gap Analysis from Today's Workforce to Tomorrow's Requirements

- Assess future requirements against current capability
- Create a roadmap for executing a plan to close the gap between the current capability and the future needs

Module IV. Knowledge Management

- Explore methods to capture and reuse organizational knowledge
- Enable more efficient access, shaping and usage of accumulated knowledge as a means of increased organizational performance

4:00

Day Four Adjourns



“Very exciting! The case study was extremely informative. It really gave me some ideas and suggestions to bring back to the workforce.”

Karen Hochberg, Human Resources Manager, Montgomery County



Course Instructors

Lou O’Boyle

Lou O’Boyle is an organizational development consultant working with government and non-profit organizations. The focus for all services provided is to improve performance and results while building the client’s internal capacity. Prior to starting her own business in 2001, Lou had over 15 years of government experience. As a consultant, Lou has worked with many organizations in the areas of human capital planning, performance management, process improvement and the establishment of learning systems that support organizational goals. Lou holds a Bachelor’s degree in Psychology from Virginia Commonwealth University and serves as the Chair of the Learning Council for the Alliance for Innovation

Terrie Glass

Terrie Glass has over 20 years of experience in organizational leadership, training and consultation. She has designed training materials and conducted workshops for all levels of employees, with an emphasis on leadership development, human capital management and organizational effectiveness. She is a keynote speaker on topics that focus on maximizing individual and team potential. Her clients have included public sector agencies as well as large and small private organizations. Terrie worked in local government human services for 20 years. She holds a masters degree in social work from Virginia Commonwealth University and is now an adjunct faculty member at VCU.

Tim Griles

Tim Griles is founder of Human Dynamics Consulting, LLC, a consulting firm that focuses on increasing the interpersonal effectiveness necessary to drive business results. Tim’s subject matter expertise is in how people interact and solve problems to accomplish work in organizations. This knowledge has driven his workshop content to include Conflict Management, Giving and Receiving Feedback, Effective Meeting Management, Project Management, Coaching for Performance, Creative Problem Solving and Leading Change. He uses coaching and team facilitation in his curriculums and skill-building workshops. Tim received his Bachelors in Business Administration from Virginia Commonwealth University, and has completed Masters level work in Human Resource Development through George Washington University.

Sponsorship Opportunities

As a conference and training provider, The Performance Institute is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solution providers.

The Institute offers five different pre-designed sponsorship packages:

- Event Co-Sponsor
- Session Sponsor
- Luncheon Sponsor
- Cocktail Hour Sponsor
- Exhibit Booth Sponsor

For more information on sponsorships or to get started, contact Jessica Ward at 202-739-9707 or Jessica.Ward@PerformanceInstitute.org

Bring this Program In-House!

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for a small group or for an organizational-wide initiative, the advanced learning methods employed by The Performance Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

Customization

We realize that not all obstacles can be overcome by applying an "off-the-shelf solution". While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, The Performance Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, The Institute has the capacity to deliver courses to groups of up to 300 participants per day.

Areas of Expertise

On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Measurement
- Project Management
- Lean Six Sigma
- Workforce Management
- Performance-Based Budgeting
- Performance-Based Contracting
- Performance Reporting
- Program Evaluation
- Administrative Management
- Leadership and Change

For more information about in-house training options available to you, please contact Jennifer Mueller at 202-739-9619 or email her at Jennifer.Mueller@PerformanceInstitute.org.

Strategic Workforce Planning for Government

Logistics & Registration

Venue & Hotel

Strategic Workforce Planning for Government will be held at The Performance Institute in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located just inside of the building for \$10/day. Continental breakfast, lunch and refreshments will be provided for delegates on each day.



● The Performance Institute
1515 North Courthouse Rd., Suite 600
Arlington, VA 22201
703-894-0481

A limited number of rooms have been reserved at the Arlington Rosslyn Courtyard by Marriott at the prevailing rate of \$209.00 until April 6, 2009. Please call the hotel directly for reservations and reference code Strategic Workforce Management Week. The hotel is conveniently located three blocks from the Rosslyn Metro station. Please ask the hotel about a complimentary shuttle that is also available for your convenience.



● Arlington Rosslyn Courtyard by Marriott
1533 Clarendon Blvd.
Arlington, VA 22209
Phone: 703-528-2222
Phone: 1-800-321-2211
<http://www.CourtyardArlingtonRosslyn.com>

Hotel and travel costs not included in conference tuition.

Tuition & Group Discounts

The tuition rate for attending Strategic Workforce Management

Entire Week	\$1999
Attend a single day	\$799

The Performance Institute offers reduced tuition to groups of three or more. For more information, please contact Melvin Hall at 202-739-9630 or Melvin.Hall@PerformanceInstitute.org.



HRCIs

Human Resource Certification Institute

HRCIs: 20

The Performance Institute is registered with HR Certification Institute, Society for Human Resource Management as a sponsor of continuing professional education, both PHR and SPHR designations. For more information about certification or recertification for human resources professionals, please visit the HRCI homepage at www.hrci.org.

CPE Credit



Delivery Method: Group-live
Program Level: Beginner
Prerequisites: None
Advanced Preparation: None

CPE Credits: 6 per day

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

Cancellation Policy

For live events: The Performance Institute will provide a full refund less \$399 administration fee for cancellations four weeks before the event. If cancellation occurs within two weeks prior to conference start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee.

For webinars: The Performance Institute will provide a full refund less \$50 administrative fee for cancellations four weeks before the event. If cancellation occurs within two weeks prior to conference start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

All the cancellation requests need to be made online. Your confirmation email contains links to modify or cancel registrations. Please note that the cancellation is not final until you receive a written confirmation.

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

Quality Assurance

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Corporate Headquarters
805 15th Street NW, 3rd Floor
Washington, D.C. 20005

Registration

1. ONLINE at www.PerformanceWeb.org
2. VIA FAX to 866-234-0680
3. VIA PHONE to 877-992-9521
4. VIA MAIL to 805 15th Street NW, 3rd Floor
Washington, D.C. 20005

- Yes! Register me for The 2008 Strategic Workforce Planning for Government Week
- Register me for Day 1: Create an Effective Human Capital Plan
- Register me for Day 2: Build a System to Support Workforce Excellence
- Register me for Day 3: Manage Workforce Performance to Drive Results
- Register me for Day 4: Develop a Blueprint for Filling Your Leadership Pipeline
- Please call me. I am interested in a special Group Discount for my team

Delegate Information

Name _____ Title _____

Office _____ Organization _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email _____

Payment Information

Check Purchase Order / Training Form Credit Card

Credit Card Number _____ Expiration Date _____

Name on Card _____ 3 Digit Card verification # _____

Billing Zip Code _____

Please make checks payable to: The Performance Institute

Priority Code: W215-WEB

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

Discounts

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by The Performance Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively