

Bridging the Gap: Staff Opportunities and Career Paths

Wednesday, February 13, 2013
3-4:30 pm





Different Perspectives

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Jeannine Raymond

Assistant Vice Chancellor, Human Resources

Liz Elliott

Director, Center for Organizational and
Workforce Effectiveness (CO_rWE)

Bruce Mattos

Director, Talent Acquisition

Mary Anne Rasmussen

Leader, Staff Professional & Career Development



Getting from Here to There

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Taking responsibility
– some case studies

**The environment
provides opportunities –**
Berkeley and the external
labor market

Strategies to consider
– campus resources



Taking Responsibility

- A. The planners**
- B. The dauntless**
- C. The risk takers**
- D. The migrators**
- E. I am not sure... I need time to think about it**

Which style are you?



The Environment Provides Opportunities

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1. **The external environment...** the Bay Area labor market

- 41,000 open jobs in the Bay Area as of February 2013
- Over 800 jobs in higher education

2. **The internal environment ...** the changing Berkeley workplace

- Positions opening
- New positions (about 400 positions currently open at Berkeley)



The Environment Provides Opportunities

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The internal environment ...

- ❖ Moving from tactical to strategic skills
- ❖ Moving from generalists (responsible for a little of a lot) to specialists (highly skilled professionals in one area of expertise, e.g. financial, HR, IT)
- ❖ Valuing the professional levels
- ❖ New jobs that did not exist before, or were sparse, 2 years ago



Strategies To Consider

- Building Your Social Network
- Informational Interviewing
- Learning what's out there and who's doing what
- Meeting new colleagues
- Branding the Berkeley Name & Mission
- Job Enrichment – Projects & Committees
- Classes & Workshops



How to Power-Up your Network

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What tools are in your Network?

- A. LinkedIn
- B. Twitter
- C. Facebook
- D. Some of the Above
- E. I only listen to NPR



LinkedIn

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LinkedIn Account Type: Basic | Upgrade Bruce J Mattos Add Connections

Home Profile Contacts Groups Jobs Inbox Companies News More People Search... Advanced

Bruce J Mattos

Here at UC Berkeley we Reach Deeper to drive the changes that make our world a better place. Come Join our team www.berkeley.edu

University of California, Berkeley

berkeley.edu • University of California, Berkeley home page. Gateway to information on studying, teaching, research and public service at UC Berkeley, flagship campus of the University of California system.

Like • Comment • Share • 1 second ago

LinkedIn Today recommends this news for you

The Paris Hilton Principle: Why Connections Aren't Networks (And What You Can Do About It)
Shane Atchison

10 'Due Diligence' Tests: Ensuring you get the Right Job
Colin Shaw

What if These Were the Most Inspiring Digital Innovations of the...
Nicolas Bordas

More Influencer Posts ▶

Kristin Lawson, Human Resource Manager at Sutter

Connect

See more »

ADS YOU MAY BE INTERESTED IN

One Marketing Dashboard

See One Version Of The Truth In A Simple Dashboard. You Know You Want It!

Attention HR Directors

Promote Job Openings On 300+ Social Networks. Find Top Talent - Free Demo

Healthcare Management

Earn an accredited MBA in Healthcare Management from NU. Learn More

WHO'S VIEWED YOUR PROFILE?

21 Your profile has been viewed by 21 people in the past 3 days.

11 You have shown up in search results 11 times in the past day.

Unlock the full list with LinkedIn Premium

YOUR LINKEDIN NETWORK

3 491 Connections link you to 15,870,048+ professionals



What's in a "Network"

Social Networking is more than just reconnecting with family, friends & colleagues:

- White Papers & Case Studies
- Research Results
- Metrics & Analytics Review
- Project Updates
- Recruitment of Staff
- Branding – Personal & Company
- Job Search



Next Steps

What help do you need?

- A. Resume & cover letter
- B. LinkedIn
- C. Job enrichment ideas
- D. Information interviewing
- E. Winning Lotto numbers



Key Links

- www.linkedin.com
- www.Twitter.com
- <http://hrweb.berkeley.edu/employment>
- <http://hrweb.berkeley.edu/learning>
- UHS Career Center



2012 - the end of the world?

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I Need Answers

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“How will my job change?”

“What work will I be doing that I haven’t done before?”

“Do I know what I need to know to be competitive?”



“What do I need to do to prepare?”



What's Changing for You?

I know my job is changing over the next 12-18 months.

- A. Yes
- B. No

I feel uncertain about my job here at Cal.

- A. Not at all
- B. A little
- C. A lot
- D. Totally



What's Changing for You?

I feel prepared to guide my own career.

- A. Yes
- B. No

I take ownership for my professional development.

- A. That's not mine to own.
- B. I think about developing my skills.
- C. I talk about developing my skills.
- D. I have a development plan and work it.



Assess the Situation

What's Changing at Cal?

- Budgeting and financial analysis is now done using CalPlanning
- Purchasing is now done on BearBuy
- More than 6 new IT systems will be in use
 - bConnected
- Large chunks of work will be centralized into Shared Services
- Revenue Generation is the new focus
- What else?



The Good News

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- These are not disasters
- Well planned, well thought out projects
- Significant savings of University funds
- Supporting **Academic Excellence**
- **Mission** of teaching, research and public service
- You're already good at what you do



Be Prepared

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What To Have in your Survival Kit:

- Confidence that you will survive
- A positive attitude
- A well stocked network
- A clear signal of communication
- An updated resume of accomplishments
- A sense of direction

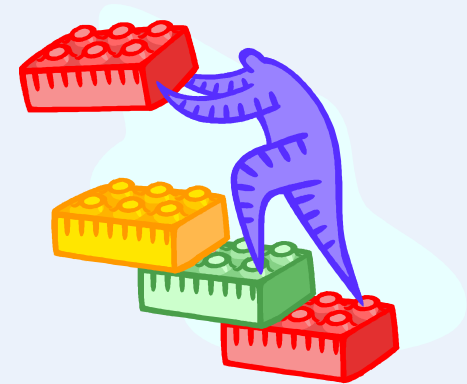




Build your Confidence

Top 5 Skill Sets Needed in the Future

- Core Competencies
- Work Effectiveness Skills
- Personal Effectiveness Skills
- Job Related Skills
- Learning Mindset



Learning is what most adults will do for a living in the 21st century.

Alfred Edward Perlman



Core Competencies

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- Inclusiveness
- Stewardship and managing resources
- Problem solving
- Decision making
- Strategic planning and organizing
- Communication
- Quality improvement
- Leadership
- Teamwork
- Service focus
- Managing people

*How do you develop
in these
competencies?*



Work Effectiveness Skills

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- Business Acumen
- Campus Systems & Networks
- Change Leadership
- Communication
- Decision Making
- Computer Skills, basic and advanced
- Consulting
- Continuous Improvement/
Business Process Mapping
- Critical Thinking
- Customer Service Focus
- Managing People/
Coaching and Mentoring
- Negotiation and Diplomacy
- Prioritizing
- Problem Solving
- Research and Analysis
- Scenario Planning



Personal Effectiveness Skills

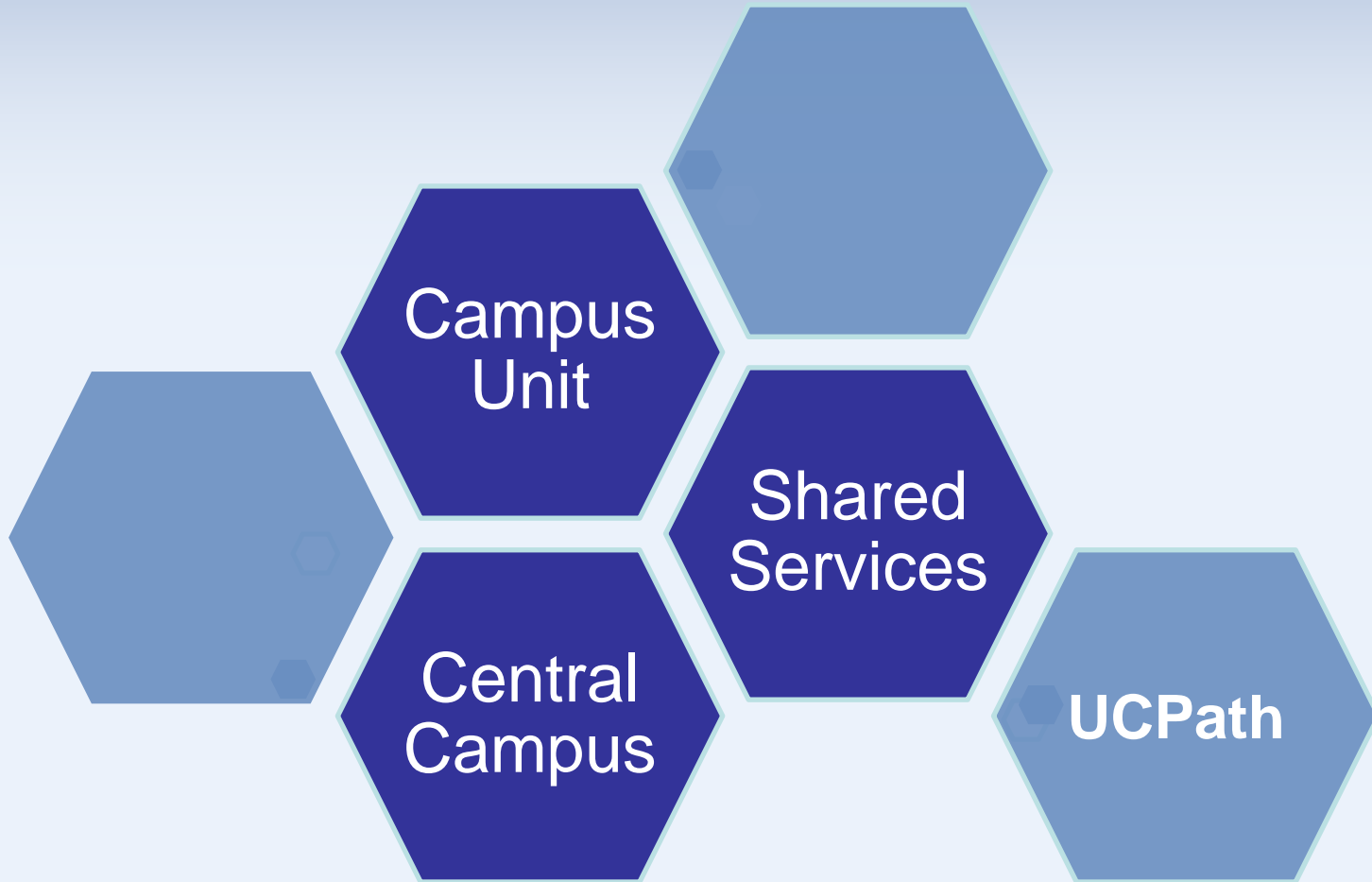
- Career Development
- Learning Organization Mindset
- Networking and Relationships
- Resilience
- Seeing through Strategic/Cultural/Political lens
- Systems/Holistic Thinking
- Team Dynamics
- Transitioning through Change



Job Related Skills

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I Develop Myself

I have engaged in development activities for these competencies and skills in the last 12 months.

- A. Yes
- B. No

I have

- A. Worked on a new assignment with a learning curve
- B. Gotten feedback and acted on it
- C. Taken a class or webinar, or read a book
- D. Two or more of the above



How Adults Learn

- Up your Learning Game

- 70% experiential
- 20% relationships
- 10% training

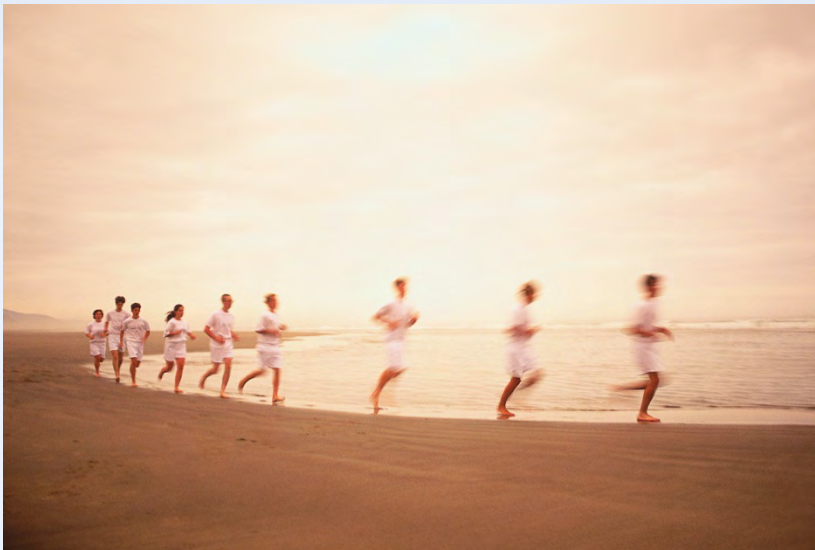




Be Prepared: Own your Attitude

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- Lifelong learning
- Change fitness
- Extra batteries



Be Prepared: A Well Stocked Network

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- Colleagues
- Peers
- Communities of Practice
- Volunteer opportunities
- External organizations
- Social Networks





Do You Have a Radio in your Kit?

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Stay Informed

- Read the mail
- Be curious and ask questions
- Show up





Tune Up your Professional Image

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Know your strengths
Be ready to blow your horn
It's OK to ask for help





Be Prepared: A Sense of Direction





A Sense of Direction

Map your course

- Vision
- Gap analysis
- Set priorities
- Decision
- Action





What the Campus Is Doing

- Clarifying new job opportunities
- Developing learning and development programs for key functions
- Providing access to a wide variety of online learning and classroom learning opportunities
- Sponsoring communities of practice
- Improving leadership, performance management and staff development skills



What You Should Do

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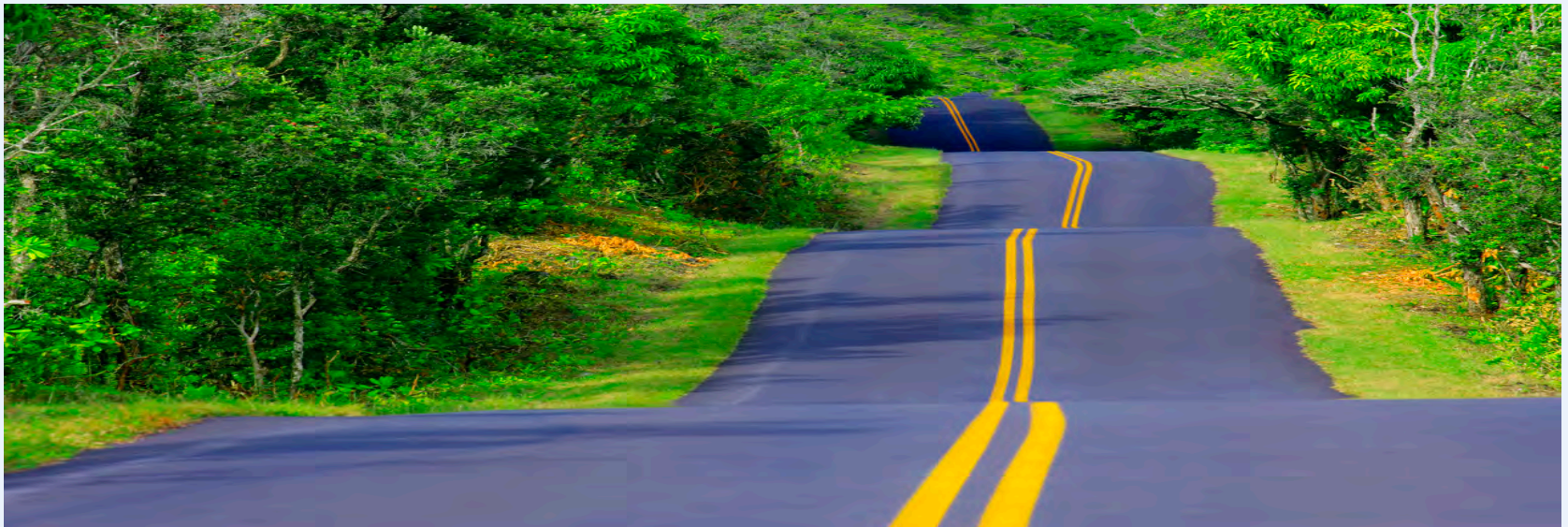
- Stay Engaged
- Develop yourself
- Own your experience
- Embrace change
- Build your future





The Future

Clearer paths to learning
Clearer career paths
Continued opportunities to develop professionally



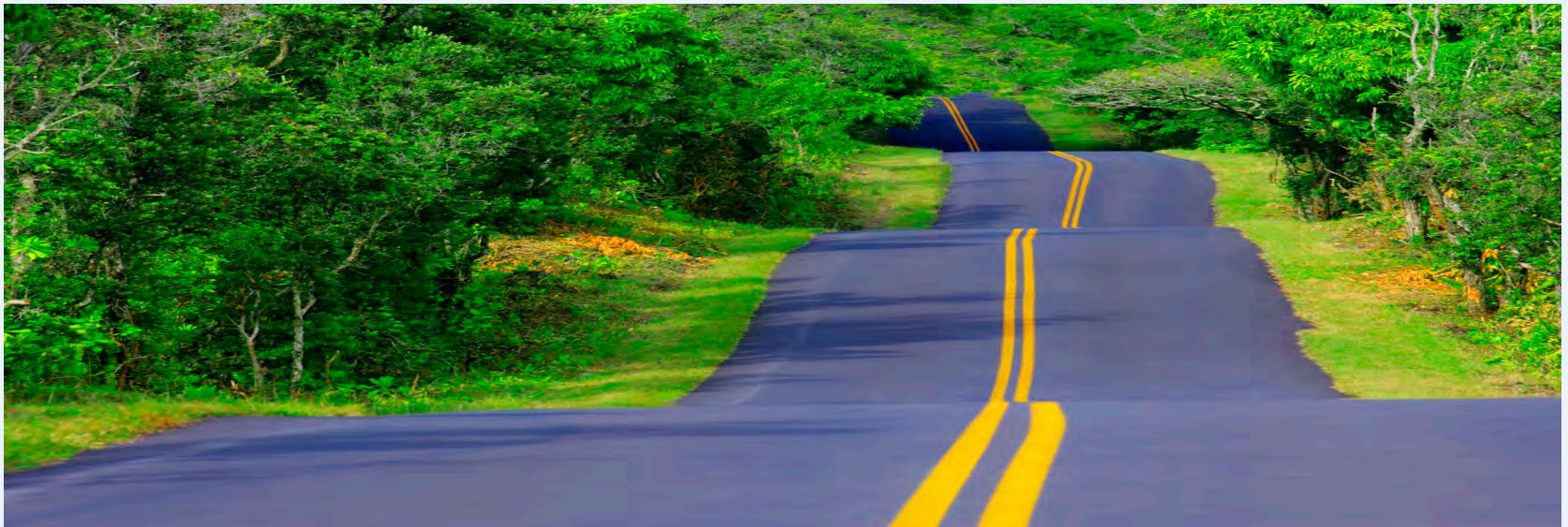


The Future

I know what to do next for my professional development.

A. Yes

B. No



What Do You Want To Hear More About?



COrWE
Center for Organizational
and Workforce Effectiveness



For program information and enrollment form, logon to the *UC Learning Center* via *Blu*, blu.berkeley.edu



SPRING 2013 CAREER WORKSHOPS

For workshop and enrollment information, logon to the *UC Learning Center* via *Blu*, blu.berkeley.edu, use BECAR### code to search.

e-Learn - Berkeley



Log into e-Learn through BLU. Go to <https://blu.berkeley.edu/> and click on the e-Learn icon.

What's available on e-Learn?

- 800+ interactive courses
- Over 1,800 books from Books 24x7
- Wide range of business topics
- Job aids
- Skill briefs
- Blended learning toolkits and more!



DEVELOPMENT OPTIONS

Action-Learning (70%)

- ✚ Task Forces (Advisory Groups, Search Committees)
- ✚ Formal Job Rotation Program
- ✚ Formal Job Shadowing Program
- ✚ Job Change
- ✚ Job Sharing
- ✚ Cross-Functional Team Assignments
- ✚ Special Project Assignments (leading or participating)
- ✚ Teach in a Leadership Program
- ✚ Assignments at Other UC Locations
- ✚ Community Leadership (Board Service, Non-Profits)
- ✚ Affinity Group Leadership (LGBT, Black Faculty Staff, etc.)
- ✚ Discussion Groups
- ✚ Service on Campuswide/Systemwide Committees

Relationships and Feedback (20%)

- ✚ Assessment Centers (MSAP)
- ✚ Communities of Practice
- ✚ Executive (and Management) Coaching
- ✚ Formal or Informal Mentoring
- ✚ Participation in Professional Associations
- ✚ 360-Degree Assessments

Training (10%)

- ✚ Cohort-Based Development Programs
- ✚ Comprehensive Leadership Development Program
- ✚ Conferences/Seminars
- ✚ Management Seminars and Workshops
- ✚ On-Line Learning
- ✚ Executive Education Programs
- ✚ Training Classes/Programs
- ✚ Advanced Educational Degree or Certification Programs
- ✚ Reading
- ✚ Web 2.0 Technologies (Podcasts, Wikis, Blogs, etc.)

Up your Learning Game:

- ✓ *70% Experiential*
- ✓ *20% Relationships and Feedback*
- ✓ *10% Training and Education*





CORWE

Center for Organizational and Workforce Effectiveness



Visit us at: <http://hrweb.berkeley.edu/learning/corwe>
University Hall
2199 Addison, Suite 192
510 643-4094

Project Management

Project Management Made Simple
1 day workshop (for staff)

- Define project goals
- Create a plan
- Execute the plan
- Deliver the product

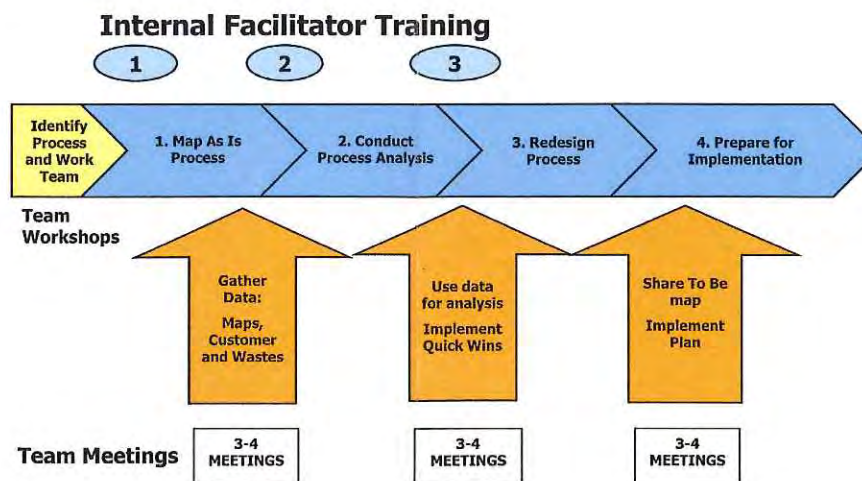
Effective Project Management
3 days workshop (for project managers)

- Prepare a complete project plan
- Define process and people roles
- Practice methodology and tools of the Project Management Institute (PMI)

your skill for success

Business Process Improvement

- Business Process Improvement (BPI) is a tool to help managers improve and transform their organization.
- BPI requires analysis, innovation and creativity.
- Our BPI program provides tools to help teams analyze problems and innovate solutions.



Other Offerings Available: Quick Start, Intact Work Team, Customized Sessions

University of California Berkeley



The Leadership Development Program provides an opportunity for Berkeley to develop highly skilled and motivated leaders prepared to meet the challenges of the campus' changing

environment. LDP strengthens leadership competencies and practices. Participants gain the practical insight, knowledge, skills, and confidence needed for leadership effectiveness.

Program highlights:

- A 13-month program for 25 participants
- Multi-source assessment of leadership competencies
- Conversations with senior campus leaders
- Classes and skill-building opportunities on various topics
- Analytical project work done in a team on a real campus issue
- Individual sessions with a campus mentor

For more details on the program go the Leadership Development Program webpage at <http://hrweb.berkeley.edu/ldp/ldp.htm>



Authenticate to <http://blu.berkeley.edu> using your Calnet ID Register on-line through the UCB Learning Center

Calpact

- MS Office 2010
- Visio
- Excel
- Drupal
- Word
- Powerpoint
- Office Hours
- HTML
- Access
- Photoshop
- Acrobat
- Illustrator
- MS Project
- Calnet
- Dreamweaver
- CSS
- Flash
- Filemaker
- InDesign

For details contact Kathleen Valerio, Calpact Coordinator, calpact@berkeley.edu or ph: 643-0451
Sponsored by CORWE

Keys to Enhance Your Supervisory Success



What is it?

A multi-track set of 20 workshops covering the following areas: foundational skills, performance management, employee and labor relations, and risk management.

Who's it for?

Existing and new supervisors who want to develop their supervisory skills.

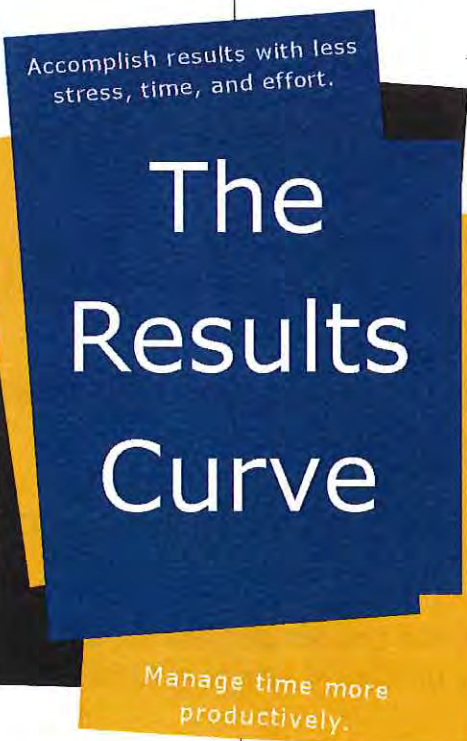
It's Flexible!

Take one or more workshops, an entire track, or a whole series, depending on your needs.

KEYS Calendar:

<http://hrweb.berkeley.edu/learning/keys-workshops.htm>

To Register: Go to BLU <https://blu.berkeley.edu> Select UC Learning Center - search for KEYS.



What if we could approach our work with renewed creativity, energy, and initiative?

We can!

- Control interruptions
- Stay focused
- Respond to team demands
- Manage competing priorities
- Organize electronic and paper information
- Manage stress

Learn techniques to productively manage time

Accomplish results with less stress, time, and effort!

Manage time more productively.

Learning Resources for UCB Staff



- ⇒ **Classes - eCourses - eBooks**
- ⇒ **Primary Learning Portal**

The Learning Center is our portal to workplace learning. In the Learning Center you can:

- Enroll in campus sponsored classes
- Take an e-Course or view a presentation
- Link to e-Learn and take one of the 4,000+ online e-Courses or read one of the 10,000 plus e-Books
- Download a Word document or PDF file

To access the Learning Center Log into Blu (<https://blu.berkeley.edu>) and select UCB Learning Center



- ⇒ **Business and Tech online books**
- ⇒ **Business and Tech eCourses**

e-Learn is a set of online learning options available to UCB staff from work or home on a 24/7 basis at no cost.

- 10,000+ contemporary eBooks updated weekly from
- Over 4,000 e-learning courses business & IT topics
- Job aids and skill briefs for just-in-time learning
- Prep for certification programs – Project Management and HR
- Career Development writing resumes, interviewing



To access SkillSoft and Books 24x7 go to UCB's BLU Portal <http://blu.berkeley.edu/> Select e-Learn from the self serve menu.



- ⇒ **Tech related eBooks**

Safari Books Online is the premier on-demand digital library providing over 12,400 technology, digital media and business books and videos online. A large assortment of O'Reilly Media books. No cost for UCB staff.

To access Safari go to the Learning Center and search for Safari Online.



- ⇒ **Free UC Extension Courses**

Take up to 3 approved UC Extension courses per year at no cost. To access the program description and the approved list of courses, go the UC Learning Center and search for Sponsored Tuition.

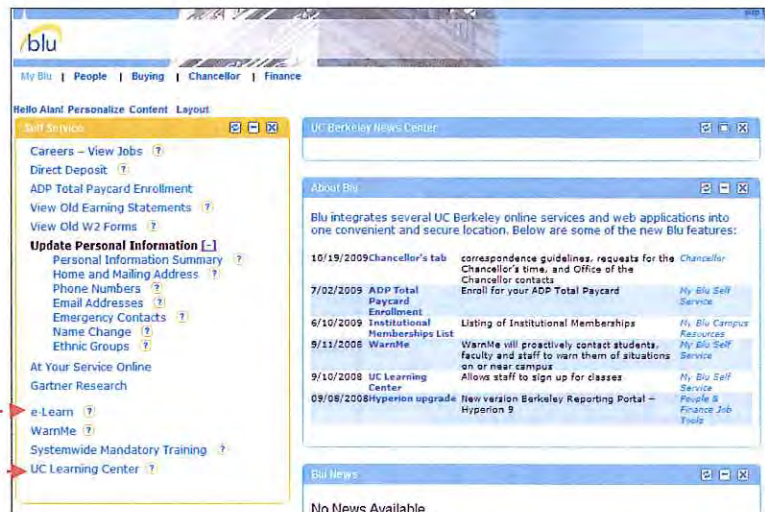


CORWE

Center for Organizational and Workforce Effectiveness
corwe@berkeley.edu

eLearn and the UC Learning

eLearn is the link to eLearn/SkillSoft eCourses and eBooks. You have access to over 4,000 eCourses and 17,000 eBooks. These are free to UC Berkeley staff and available 24/7. eLearn/SkillSoft is an external vendor under contract to UC Berkeley.



The Learning Center is the entry point for Courses and eCourses developed by Berkeley campus staff. You can enroll in courses and view campus created eCourses. The Learning Center also has links to selected vendored eCourses and external learning sites.

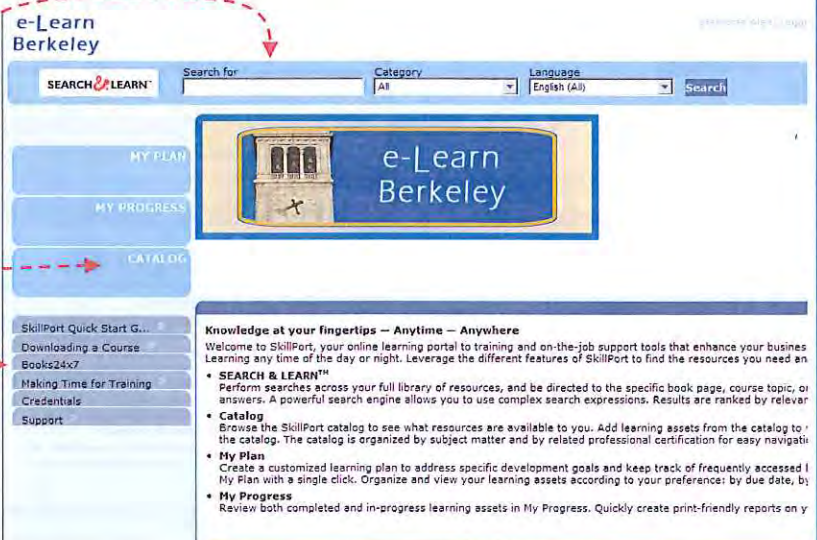
e-Learn

You can search e-Learn by using the Search command. The search will bring you the top five:

- eBooks
- eCourses
- Simulation
- Job aids and
- Skillbriefs.

You can also search for eCourses by catalog topic.

Books 24/7 is also directly accessible by selecting the link.



Learning Center Entry Screen

You can search by class name, class code or keyword.

All learning activity registrations, course completions and other notifications sent to you are archived here until you delete them.

Direct links to your transcript and workshop schedule are accessed through quick links.

List of the learning activities that are required or recommended. Also listed are eCourses you're currently taking but have not completed.

Catalog of all learning activities. This includes:

- Instructor led Classes
- Online courses
- Documents
- FAQ's
- Videos
- Links to external learning activities

Search Results Page

Referenceware related to the search appears here. Referenceware includes:

- Online Books
- Single page quick Job Aid
- Skill Briefs (1-5 pages)

Instructor Led Courses and eCourses search results

Information is provided here about the highlighted learning activity. To start the activity select the start or register tab. For additional information select the view detail tab.



Individual Development Plan

Sample

Name:	Herr Oski Behr
Supervisor:	
Date:	January 10, 2013

Goal / Development Needs	Action Plans	Resources & Support	Timeline
<p><i>Become a stellar provider of customer service in my current role</i></p> <p><i>Competency: Service Focus</i></p>	<p>Experiential:</p> <ol style="list-style-type: none"> 1. Discuss "Who are our customers?" with supervisor, peers, direct reports. Report findings at staff meeting. 2. With supervisor, identify a stellar customer service provider to shadow. Report findings to supervisor and team. 3. With supervisor, identify sample of customers and interview to get their input and feedback on current customer service. For each customer, identify "What is most important to this customer?" Report findings back to supervisor and team. 4. Implement interview findings in own customer interactions. 	<p>Supervisor, peers, direct reports: 1 to 2 hours each</p> <p>Up to 4 hours of time for self and expert</p> <p>Collaborate with supervisor on identifying the customers; customer interaction time (1 hour each); compile and report findings (3 hours)</p>	<p>At March 28, 2013 one-on-one and staff meeting time TBD</p> <p>Complete by April 25, 2013</p> <p>Complete by May 30, 2013 staff meeting</p> <p>Ongoing</p>
	<p>Relationships and Feedback:</p> <ol style="list-style-type: none"> 1. Ask for support and feedback from supervisor to align performance with desired 	<p>One-on-one time with supervisor</p>	<p>At March 28, 2013 one-on-one</p>



	<p>outcomes.</p> <ol style="list-style-type: none"> Identify specific customer interactions to debrief to allow recognition of positive performance and/or to plan improvement. With supervisor, identify a process to collect feedback from customers willing to give constructive feedback. 	<p>One-on-one time with supervisor</p> <p>One-on-one time with supervisor</p>	<p>Ongoing from June, 2013</p> <p>June, 2013</p>
	<p>Training and Education:</p> <ol style="list-style-type: none"> Select one Customer Service book to read and one webinar to take. Report on each to staff meeting. 	<p>With supervisor, budget purchase of book, if not available through e-books, and cost of webinar</p> <p>Own time to read and participate in webinar and reporting out</p>	<p>Identify by April 6, 2013</p> <p>Read book by end of May 2013, report out by end of June 2013.</p> <p>Complete webinar and report out by end of year.</p>

Up your Learning Game:

- 70% Experiential
- 20% Relationships and Feedback
- 10% Training and Education

