Bridging the Gap: Staff Opportunities and Career Paths

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

Jeannine Raymond
Assistant Vice Chancellor, Human Resources

Liz Elliott
Director, Center for Organizational and Workforce Effectiveness (COrWE)

Bruce Mattos
Director, Talent Acquisition

Mary Anne Rasmussen
Leader, Staff Professional & Career Development
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?
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 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

What tools are in your Network?
A. LinkedIn
B. Twitter
C. Facebook
D. Some of the Above
E. I only listen to NPR
LinkedIn

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 homepage. Gateway to information on studying, teaching, research and public service at UC Berkeley, flagship campus of the University of California system.

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

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.
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?
“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
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

- 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

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
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

• 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

- 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

- Campus Unit
- Shared Services
- Central Campus
- UCPath
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

- Lifelong learning
- Change fitness
- Extra batteries
Be Prepared: A Well Stocked Network

- Colleagues
- Peers
- Communities of Practice
- Volunteer opportunities
- External organizations
- Social Networks
Do You Have a Radio in your Kit?

Stay Informed

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

• 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?
For program information and enrollment form, logon to the UC Learning Center via Blu, blu.berkeley.edu
For workshop and enrollment information, logon to the *UC Learning Center* via *Blu*, [blu.berkeley.edu](http://blu.berkeley.edu), use BECAR### code to search.
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!

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

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

Internal Facilitator Training

1. Identify Models and Work Tools
2. Define Process and People Roles
3. Develop Methodology and Tools of the Project Management Institute (PMI)

Team Workshops
- Culture
- Skills
- Environments
- Adaptability
- Actionable Items
- Quick FInds

Team Meetings
- 3-4 Meetings

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

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 or people who want to develop their supervisory skills.

It's Flexible!
Take one or more workshops, in an entire track, or a whole series, depending on your needs.

KEYS Calendar:

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

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.

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.

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.

HR
Center for Organizational and Workforce Effectiveness
corwe@berkeley.edu
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 contact 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.

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.
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

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

<table>
<thead>
<tr>
<th>Goal / Development Needs</th>
<th>Action Plans</th>
<th>Resources &amp; Support</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Become a stellar provider of customer service in my current role</strong></td>
<td><strong>Experiential:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Competency: Service Focus</td>
<td>1. Discuss “Who are our customers?” with supervisor, peers, direct reports. Report findings at staff meeting.</td>
<td>Supervisor, peers, direct reports: 1 to 2 hours each</td>
<td>At March 28, 2013 one-on-one and staff meeting time TBD</td>
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<td></td>
<td>2. With supervisor, identify a stellar customer service provider to shadow. Report findings to supervisor and team.</td>
<td>Up to 4 hours of time for self and expert</td>
<td>Complete by April 25, 2013</td>
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<td></td>
<td>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.</td>
<td>Collaborate with supervisor on identifying the customers; customer interaction time (1 hour each); compile and report findings (3 hours)</td>
<td>Complete by May 30, 2013 staff meeting</td>
</tr>
<tr>
<td></td>
<td>4. Implement interview findings in own customer interactions.</td>
<td></td>
<td>Ongoing</td>
</tr>
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<p>| Relationships and Feedback | | | |
| 1. Ask for support and feedback from supervisor to align performance with desired | One-on-one time with supervisor | At March 28, 2013 one-on-one |</p>
<table>
<thead>
<tr>
<th>outcomes.</th>
<th>One-on-one time with supervisor</th>
<th>Ongoing from June, 2013</th>
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<tr>
<td>2. Identify specific customer interactions to debrief to allow recognition of positive performance and/or to pan improvement.</td>
<td>One-on-one time with supervisor</td>
<td>June, 2013</td>
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<tr>
<td>3. With supervisor, identify a process to collect feedback from customers willing to give constructive feedback.</td>
<td></td>
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**Training and Education:**

1. Select one Customer Service book to read and one webinar to take.

2. Report on each to staff meeting.

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<tr>
<th>Training and Education:</th>
<th>With supervisor, budget purchase of book, if not available through e-books, and cost of webinar Own time to read and participate in webinar and reporting out</th>
<th>Identify by April 6, 2013 Read book by end of May 2013, report out by end of June 2013. Complete webinar and report out by end of year.</th>
</tr>
</thead>
</table>

**Up your Learning Game:**

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