

WORKFORCE HORIZONS

Planning Tomorrow's Workforce Today

Louisiana Department of Civil Service

Volume One, Issue 6: September 2006

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BASICS OF WORKFORCE PLANNING SEMINAR TO BE DELIVERED SEPTEMBER 25

On September 25, 2006, Civil Service will deliver a seminar that is a shortened version of the workforce planning workshop we gave in July. The seminar will be a half-day going from 8:00 a.m. until around 12:30. The agenda will include:

- ◆ “Workforce Planning-If You Don’t Know Where You’re Going...” – Dr. Sujuan Boutte
- ◆ “Basics of Workforce Planning” – Dwuena Wyre and Max Reichert
- ◆ Case Study-Leadership Initiatives at Office of Community Services – Wanda Raber, HR Director

To register, have your HR Director use the online form by going to the HR Info web site accessible from the Civil Service main web page.

Registration closes September 11, 2006

If you are authorized by your H R Director to register employees for your agency click here to register.

<http://www.dscs.state.la.us/HRDIRECTORS/main.htm>

NASPE WORKFORCE PLANNING WEB CONFERENCE ON PUBLIC SECTOR RECRUITING

The fourth and final conference in this series is planned for Wednesday, September 20 at 1:00 p.m. It will focus on recruiting in the public sectors. Confirmed presentations include: South Carolina--Referral bonus program; Wyoming--Corrections officer recruitment; Michigan--Co-op program and engineer recruitment; and New York--Nursing and other specialty recruitment efforts.

HR Offices may register persons to sit in on the conference at Civil Service free of charge by contacting Max Reichert at max.reichert@la.gov. (If you have already contacted him about this you do not need to do it again). However, seating is limited.

If you want to listen at your own office, there is a \$50 registration fee for the web conference. For online registration to listen to it in your own office, go to:

<http://secure.csg.org/forms/naspe/workforce%20planning%20web%20conference.htm>.

WORKFORCE PLANNING MAXIM OF THE DAY

“To be conscious that you are ignorant is a great step to knowledge” – *Benjamin Disraeli*

THE EMERGENT EMPLOYER - MEETING THE CHALLENGE OF RETAINING THE BEST EMPLOYEES

An article in the August issue of Workforce Horizons discussed the Emerging Workforce Study by Spherion[®] Corporation and how it revealed a disconnect between what employers think retains employees and what employees say they actually want. The study categorized employers into different types and identified “Emergent Employers” as those who have adopted management practices and workforce strategies that more effectively compete for talented workers than traditional employers because they are more aligned with what employees actually want.

Emergent Employers:

- ◆ Recognize the importance of work / life balance in retaining employees and offer comprehensive work / life balance programs such as flextime, job sharing and telecommuting
- ◆ Promote career and financial growth of employees by offering programs such as training and development classes

- ◆ Reward workers based on performance and retention metrics
- ◆ Regularly survey employees to determine retention drivers
- ◆ Develop an integrated hiring strategy using both permanent employees and contingent workers

By contrast the traditional employers:

- ◆ Are less likely to offer work / life balance programs
- ◆ May offer programs for career and financial growth such as training and development courses, but don’t communicate to employees about them or encourage participation
- ◆ Place workforce planning near the bottom of their priority list
- ◆ Do not use contingent workers as part of an integrated hiring plan but on an ad-hoc basis if at all.

To win in the competition for employee talent, employers must first pay more attention to retention drivers, identify actual employee wants and take actions to provide those things that will make employees stay with the organization.

But it isn’t enough just to create retention programs. The Emerging Workforce Study found that many organizations provided retention incentives but communication was so poor that employees were unaware of their existence and didn’t use them. So employers must also do a better job of promoting and making known to employees the existence of retention incentives such as training and development opportunities and

work / life balance programs. Only then, can they retain the best and brightest.

For more on the Emerging Workforce Study go to www.spherion.com/press/emerging_workforce/EWF_introduction.jsp

WHY DO EMPLOYEES STAY?

Retention of top performers and workers who possess critical knowledge is a key workforce planning issue. So what does make employees stay with an organization? The state of South Carolina compiled this list of retention motivators adapted from “Love ‘Em or Lose ‘Em: Getting Good People to Stay,” by Beverly L. Kaye. The list is not in any particular order of priority.

Retention Motivators

1. Job Security
2. Location
3. Fun on the job
4. Cutting edge technology
5. Great people
6. Pride in organization and its mission and quality of product
7. Being part of a team
8. Good boss
9. Recognition for work well done
10. Meaningful work, making a difference or a contribution
11. Exciting work and challenge
12. Autonomy, sense of control over work
13. Flexibility-for example in work hours or dress code
14. Fair pay and benefits
15. Inspiring leadership
16. Great work environment
17. Career growth, learning and development
18. Family-friendly

QUOTE OF THE DAY

“The secret of joy in work is contained in one word - excellence. To know how to do something well is to enjoy It.” – *Pearl S. Buck*

CREDITS

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Issued: Monthly

Purpose: The purpose of the Workforce Horizons is to educate readers about workforce planning issues and best practices, inform them about upcoming Civil Service workshops and training related to workforce planning and to provide practical job aids to assist agencies with workforce planning.

Comments and submissions: We welcome questions about workforce planning and suggestions for improvements to the newsletter as well as submissions of articles about what your agency is doing in workforce planning. Questions, comments, and requests to be added to the distribution list for the newsletter should be sent to the editor.

Current and Back Issues are accessible under “Workforce Planning Newsletter” in the HR Reference section of the Civil Service web page at www.civilservice.louisiana.gov