

Workforce Strategies to Improve Your Organization's Bottom Line

IN THE APRIL ISSUE OF THE JOURNAL, THE COMMITTEE CONNECTION ARTICLE FROM THE WORKFORCE STRATEGIES COMMITTEE OUTLINED EIGHT STRATEGIES THAT SUPPORT A STRONGER WORKFORCE AND A BETTER BOTTOM LINE. AS PROMISED, MORE DETAIL ABOUT THOSE STRATEGIES FROM UTILITIES CURRENTLY USING THEM IS GIVEN HERE. SO IF THE ECONOMIC DOWNTURN IS AFFECTING YOUR ORGANIZATION AND YOU'RE LOOKING FOR WORKFORCE STRATEGIES THAT WILL MAKE AN IMPACT ON YOUR ORGANIZATION'S BOTTOM LINE, KEEP READING.

Keep Training Programs Up and Running

Rhonda Lewis



Lewis

During this time of economic crisis, it has become clear to the Birmingham Water Works Board (BWWB) that ongoing employee development is crucial—we must continue to find ways to develop future leaders in our organization. To meet that objective, BWWB has implemented two internal organizational development programs. The BWWB Leadership Development Program was designed to develop future leadership talent in the organization by equipping employees with the necessary knowledge, skills, and tools to achieve the company's vision and strategic objectives. In this program, participants tackle real-life organizational challenges by completing both a work-related team project and an individual project of their choice. Employees invest many hours participating in research, interviewing, testing, and other activities, to provide management with solid recommendations for improving operational procedures, policies, and processes.

Participating in these projects provides the team members with knowledge of company operations and the challenges faced by members of its management.

The results of their team projects are presented to BWWB management along with their recommendations. In presenting the projects, team members hope that BWWB executive managers will approve the completed project and assign a sponsor to ensure implementation of the recommendation.

BWWB has also implemented a Presupervisory Certification Program designed for hourly employees who are interested in being promoted to supervisory positions. The program provides awareness and knowledge of competencies necessary for successful supervision. The purpose of the program is to provide a realistic experience and practical application of supervision to help employees determine whether supervision is the right career path for them.

BWWB's first class graduated from the Leadership Program in August 2008, and its second class is now in process. BWWB's first Presupervisory Certification Program is ongoing, with completion expected by October 2009.

Even in tough economic times, BWWB remains committed to investing in its people to ensure a pipeline of well-trained and competent members of the workforce who stand ready to help achieve BWWB's organizational goals. We believe that our team members are our greatest resource and that their development will be the key driver for the future success of our organization.

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