Dynamic Duo:
Workforce Development and Knowledge Management

Amanda Holland
May 8, 2018

Keep Alaska Moving through service and infrastructure
Story of the Five Apes

Definitions

Workforce Development

Increase organizational success by aligning workforce with current and future business needs

Integrate workforce analysis and planning with HR management

Knowledge Management

Collection of policies, processes, and practices relating to the cultivation, identification and documentation, utilization, sharing, and retention of intellectual/knowledge-based assets in an organization
The Connection

Foster collaboration across organizational and disciplinary boundaries

Link people who have the requisite knowledge with those who need it to do their jobs

Ensure workforce is prepared to meet current and future business needs
Organizational Culture

“Organizational culture represents those expectations, norms, and goals held in common by members of that group.”

(Deresky, *International Management*, 2014, pg. 75)

“We know that cultural values can predict employee outcomes with similar or even more strength than more traditional factors such as demographics, personality traits, and cognitive ability.”

(V. Tarsas et al., *Organizational Dynamics*, April 2011)
Did You Know?

More than 80% of a company’s information exists in individual hard drives and in personal files.

Employees get 50%-75% of their relevant information directly from other people.

Individuals hold the key to the knowledge economy and most of it is lost when they leave the enterprise.
Technology Trends

Technology is being used at greater rates and in different ways by adults than ever before:

- **95%** own a cell phone (77% = smartphones)
- **68%** use Facebook
- **73%** use YouTube
- **35%** use Instagram
- **27%** use Snapchat
- **25%** use LinkedIn
- **24%** use Twitter
- **22%** use WhatsApp
- **26%** go online “almost constantly”

Sources:
Survey conducted Jan. 3-10, 2018. Pew Research Center
Demographic trends shaping the us and the world in 2018. Pew Research Center
Dynamic Duo

Knowledge Management powers!

Workforce Development powers!

ACTIVATE!
Quick & Dirty: Alaska DOT&PF

- Vast distances between duty stations, co-workers, population hubs – some possible only by air travel (Juneau to Anchorage = 1.5 hour flight)

- Alaska Marine Highway connects 33 coastal communities via 3,500 waterway miles

- Aviation operations include 2 international airports and 240 rural airports – approximately 82% of communities are not served by roads

- Diverse and extreme geologic and climate conditions
### DOT&PF Workforce Demographics

<table>
<thead>
<tr>
<th></th>
<th>FY 2011</th>
<th>FY 2015</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total number of Employees</strong></td>
<td>3,328</td>
<td>3,177</td>
<td>3,024</td>
</tr>
<tr>
<td><strong>% of Employees eligible to retire within one year</strong></td>
<td>15.9% (N=529)</td>
<td>13.3% (N=421)</td>
<td>11.9% (N=361)</td>
</tr>
<tr>
<td><strong>% of Employees in Tier IV</strong></td>
<td>30% (N=997)</td>
<td>47% (N=1,486)</td>
<td>51% (N=1,541)</td>
</tr>
</tbody>
</table>

**62%**

DOT&PF Employees in Tier IV with less than 5 years of service
Build a Pipeline of Leaders

Crooked Creek Road pipe crew. Photo by Gary Walklin, Alaska DOT&PF
LDP

4 Month Program
• 3 one-day workshops – 6 weeks apart
• 4 Peer2Peer learning team discussions
• 4 one-on-one coaching sessions
• Multiple assessment tools
• Skill Building exercises
• Online resources
Mission - LDP 2.0 is here to empower you to make a significant, positive impact on the DOT&PF and the world.
LDP 2.0

Why good leaders make you feel safe - Simon Sinek

LESSON CREATED BY JOEY COLLINS USING TED-Ed
VIDEO FROM TED YOUTUBE CHANNEL

Let's Begin...

What makes a great leader? Management theorist Simon Sinek suggests, it's someone who makes their employees feel secure, who draws staffers into a circle of trust. But creating trust and safety — especially in an uneven economy — means taking on big responsibility.

What did Captain William D. Swenson do to the wounded soldier just before he turned around to rescue more people?

A. Gave him a high-five
B. Gave him a kiss
C. Gave him a band-aid
D. Gave him a pat on the back

Watch

Think

Dig Deeper

...And Finally
Documenting Business Processes

Alaska DOT

- IRIS Data has moved under Admin Service
- Administrative Services
  - Budget, Finance & Revenue
  - Human Resources
- IRIS
  - Accounts Payable
  - Accounts Receivable
  - Assets
  - General Accounting
  - Grants Management
  - Inventory Management
  - IRIS System Administration
- Procurement
  - Approving a Requisition
  - Create a Delivery Order
  - Create a Receipt for Goods or Services
  - Create or Edit Requisitions
  - Maintain Reference Data
  - Manage Procurement Assignments
  - Process Procurement Actions
- Program Management
  - Open A Program

Keep Alaska Moving through service and infrastructure
Cheat Sheet: ISSD Funding Code for Office Supplies

If you would, please pass on to anyone involved with ISSD budget expenditures – please ensure I receive copies of all paperwork/am cc’d on emailed orders, etc. Thank you so much! 😊

The ISSD coding for *standard* office supplies (pens, folders, staples, etc.) is:

- if an Accounting Profile will work:
  - TISSD

- if an Acctg Profile does not work:
  - Acctg Template: TSIS05
  - Unit: 1102
  - Obj: 4002

In the event someone contacts you and requests non-standard office supplies, if you would, please have them contact me to determine if we'll want to use different coding. Thank you for passing on this information...😊...and we will be sending out (not exactly sure when, though) info to ISSD folks on how to work things such as this – in the interim, I’m very appreciative of your help in passing this first piece on...

Have a fantastic afternoon! 😊

~Trish Trish Nelson trish.nelson@alaska.gov
eDocs
Search & Check-in Features
Vision for the Future

RESULT: culture of KM and continuous learning rather than the way we’ve always done it

All KM documents in eDocs
All business processes in Pinnacle
All employees utilize eDocs and Pinnacle
Resources

TCRP Research Report 194
Knowledge Management Resource to Support Strategic Workforce Development for Transit Agencies

Knowledge Management Guide
West Virginia Department of Transportation

Girl makes the grade! In front of Southcoast Region building.
Photo by Marie Heidermann, Alaska DOT&PF
Contact Information

Amanda Holland, MS
Acting Deputy Commissioner
Transportation & Public Facilities
907.465.3900
amanda.holland@alaska.gov
Discussion

Knowledge Management powers!

Workforce Development powers!

ACTIVATE!