Alaska Department of Transportation & Public Facilities

Dynamic Duo: Workforce Development and Knowledge Management

Amanda Holland
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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

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**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>FY2011</th>
<th>FY2015</th>
<th>FY2018</th>
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<tbody>
<tr>
<td>Total number of Employees</td>
<td>3,328</td>
<td>3,177</td>
<td>3,024</td>
</tr>
<tr>
<td>% of Employees eligible to retire within one year</td>
<td>15.9% (N=529)</td>
<td>13.3% (N=421)</td>
<td>11.9% (N=361)</td>
</tr>
<tr>
<td>% of Employees in Tier IV</td>
<td>30% (N=997)</td>
<td>47% (N=1,486)</td>
<td>51% (N=1,541)</td>
</tr>
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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

DOT&PF Leadership Hub

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

Cohort #3 - 2015
LDP 2.0

Mission - LDP 2.0 is here to empower you to make a significant, positive impact on the DOT&PF and the world.

ACQUIRE

ADAPT

APPLY

Why good leaders make you feel safe - Simon Sinek

Let's Begin...

What makes a great leader? Management theorist Simon Sinek suggests, it’s someone who makes their employees feel secure, who shares the risk in a cycle of trust. But creating trust and safety — especially in an uncertain economy — means taking on a big responsibility.

Watch

Think

Dig Deeper

...And Finally
Documenting Business Processes

Cheat Sheets:

Workflows

New

Alaska DOT

Information Technology (IT)

IRIS

Accessing IRIS

Create a New Project

Entering an RDS into IRIS

Help with IRIS Login

BDS funding Code for Office Supplies

View a SINGLE Property Item

My Cheat Sheets

DOT Pinnacle Content Formatting Standards

Chew Sheets IRIS Funding Code for Office Supplies

If you wish, please pass on to anyone involved with ITD budget expenditures — please ensure I receive copies of all paperwork/circle red ink on each order, etc. Thank you so much! ☺

The ITD is keeping its standard office supplies (pens, folders, staples, etc.) in:

- Pen Accounting (top)
- Tenet (middle)
- TBI (bottom)

In the event someone contacts you and requests non-standard office supplies, if you could, please have them contact me to determine if we'll need to use different wording. Thank you for passing this information on, and we will be sending out something similar when we have it. I hope this helps! Thanks on how to work things such as this — or whatever they want you to pass along this message on.

Keep A late Moving through service and infrastructure

Pinnacle Series

Provided by

05/08/2018

Keep Alaska Moving through service and infrastructure
**Search & Check-in Features**

![Image of Transportation & Public Facilities](image)

**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 learn to 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

Contact Information

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Workforce Management
A Human Capital Strategy

Plan Elements
A strong foundation for evolution

With an intentional workforce strategy we can increase engagement, improve collaboration, create sustainable improvements, and facilitate timely changes.
Discussion

Knowledge Management powers!

Workforce Development powers!

ACTIVATE!