



# **Commission Briefing on Human Capital and Equal Employment Opportunity**

**Office of the Chief Human Capital Officer  
Office of Small Business and Civil Rights  
July 29, 2014**

# **Agenda**

- **Human Capital Outlook**
- **Supporting Employees Through Agency Work Life and Benefit Programs**
- **Opportunities for Employee Development**
- **Fostering a Positive Organizational Culture**
- **The New Inclusion Quotient (IQ)**
- **Managing Change**

# **Human Capital Outlook**

**Miriam L. Cohen**  
**Chief Human Capital Officer**

# Human Capital Outlook



- **Proactive emphasis on workforce issues**
- **Preparing employees to embrace change**
- **Developing next generation of leaders**

# **Supporting Employees Through Agency Work Life and Benefit Programs**

**Jennifer Golder, Associate Director  
Human Resources  
Operations and Policy  
Office of Chief Human Capital Officer**

# **Work Life and Benefit Programs: Striking a Balance**

- **Strong agency commitment to work life programs**
- **Well-being is key component of a healthy, productive employee**
- **NRC consistently ranks as leader in employee satisfaction with work life benefit programs**



# **Opportunities for Employee Development**

**Ben Ficks, Associate Director  
Human Resources  
Training and Development  
Office of the Chief Human  
Capital Officer**

# **Employee Development Remains a Priority**

- **Three Key Components**
  - **Communication and Outreach**
  - **Individual Development Planning**
  - **Knowledge Management**



# Communications and Outreach

- **Communicate That Employee Development is a Priority**
- **Support Communications with Outreach Activities**
- **Powered By You**

Learn Tools: Skillsoft; Books 24/7;  
Leadership Advantage  
May 1st 2WFN Exhibit area 11am-1pm

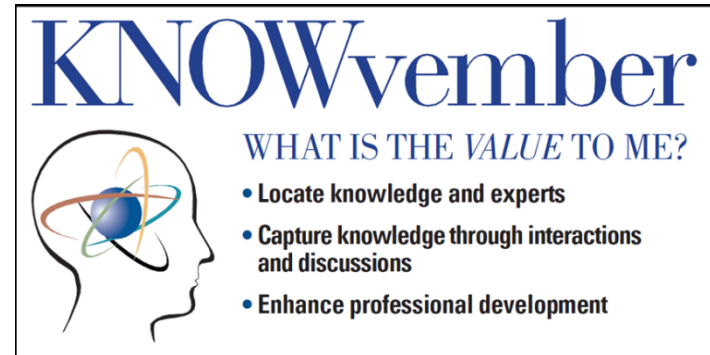
*Training.  
Powered by You.*

# **Individual Development Plans**

- **70/20/10 Rule**
  - **70% of Learning Happens On the Job**
  - **20% From Coaching and Mentoring**
  - **10% From Formal Training**
- **IDP Workshops for Supervisors and Employees**
- **360° Assessments for Branch Chiefs**

# Knowledge Management

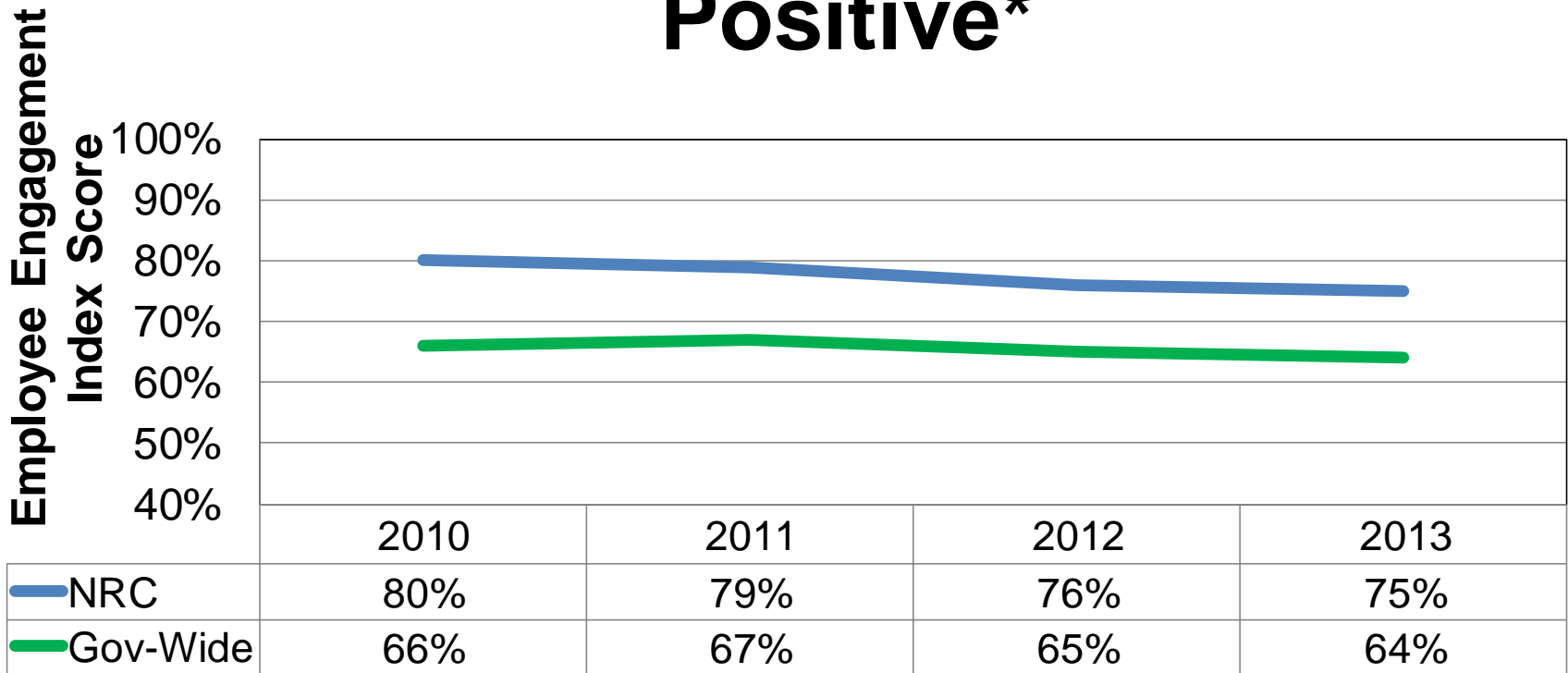
- **Governance**
- **KNOWvember**
- **Ask SME and Learn**



# **Fostering a Positive Organizational Culture**

**Jody Hudson, Deputy Chief  
Human Capital Officer  
Office of the Chief Human  
Capital Officer**

# NRC Culture Remains Positive\*



\* Based on data from the Office of Personnel Management Federal Employee Viewpoint Survey, and the Employee Engagement Index as a primary indicator.

# Enhancing Agency Culture

- **Federal Employee Viewpoint Survey – Agency Action Plan**
- **Behavior Matters**
- **Organizational Development**

BEHAVIOR  *matters*

# **The New Inclusion Quotient (IQ)**

**Anthony P. Barnes, Program Manager  
Office of Small Business and  
Civil Rights**

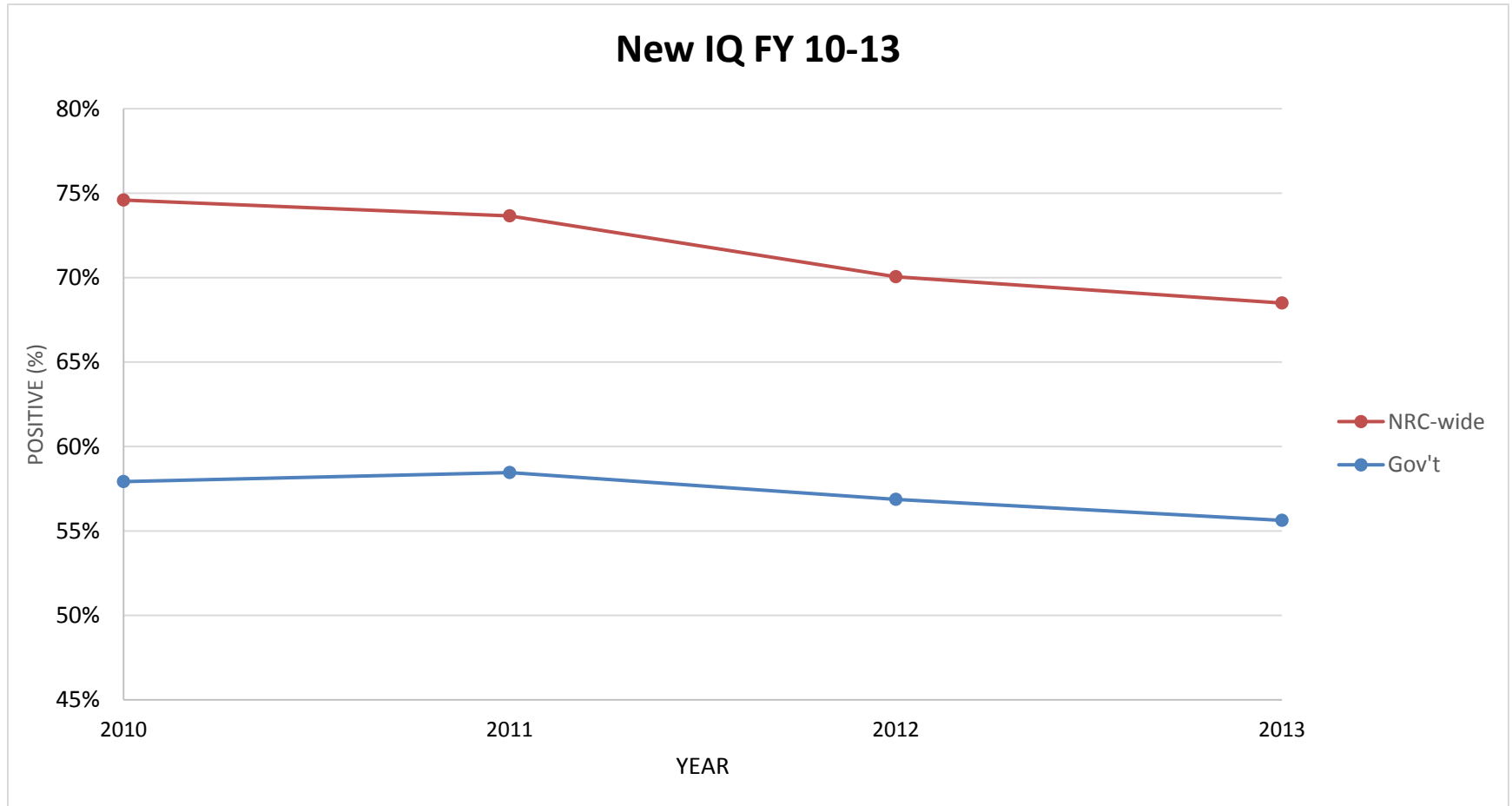
# New Inclusion Quotient (IQ)

The New IQ (Inclusion Quotient) Attempts to numerically measure the Inclusiveness of an agency based on the positive responses to 20 specific questions on the Federal Employment Viewpoint Survey (FEVS).

The New IQ	2010	2011	2012	2013
NRC	75	74	70	68
Government-Wide	58	58	57	56



# New Inclusion Quotient (IQ)



# **New Inclusion Quotient (IQ)**

- **Government-Wide Initiative of the Office of Personnel Management**
- **Uses 20 questions from the Annual Federal Employee Viewpoint Survey**
- **Measures Fair, Open, Cooperative, Supportive, Empowerment (FOCSE)**

# **New Inclusion Quotient (IQ)**

- **Valuable tool for managers to assess action plan results**
- **Multi-Year trends provide agency-wide insights**
- **NRC IQ average is 25% higher than Government-wide IQ (FY10 – 13)**

# **Managing Change**

**Cathy Haney, Office Director  
Office of Nuclear Material Safety and  
Safeguards**

# **Managing Change**

- **NMSS programs are continually changing and evolving**
  - **Office is focused on maintaining staff and management engagement**
  - **Active use of communication and feedback to build an inclusive work environment**
  - **Acknowledge changing work priorities and projects**

**Employee  
Development**



**Appreciation**



**Two-way  
Communication**



**Community  
Outreach**



**Recognition**



**Valuing  
Human  
Capital**

**Education**



**Cooperation**



# Emotional Intelligence

- **Increasing self awareness to reveal potential strengths and growth opportunities**  
– **Two way street**



**Building Camaraderie**



**Work Life Balance**



**Active Dialogue**

# Employees: They Are What Makes NRC A Great Place to Work





# Closing