

# Workforce Resource Management



 **Strategic Planning**


 **Performance Management**

 **Human-centered Design**

An investment in our people is *equivalent* to an investment in our organizational health

With an influx of employees nearing retirement age, **one of our federal clients recognized a need to create a pipeline of talent to effectively deliver long-term strategy without losing knowledge and skillsets through retirement.** Nearly 30% of the client's workforce has long tenure, which is highly valued by the organization.


## Challenge



A federal client identified a need to address an influx of retirements and ensuing loss of knowledge and skillsets. Several roadblocks were identified as challenges to the success of the project:

- Short-term planning strategies
- Siloing within the org
- Scarcity mindsets
- Limited bandwidth for workforce management
- Lack of tools and technologies
- for human capital management

## Solution



Evans helped the organization establish Workforce Resource Management (WRM), a portfolio-wide Human Capital Management (HCM) function with outcomes that reinforce the organization's cultural values and address the root causes behind the challenges facing the org's workforce. The solution Evans developed supports four key areas: **talent development, succession planning, performance management,** and resource planning.

## Results



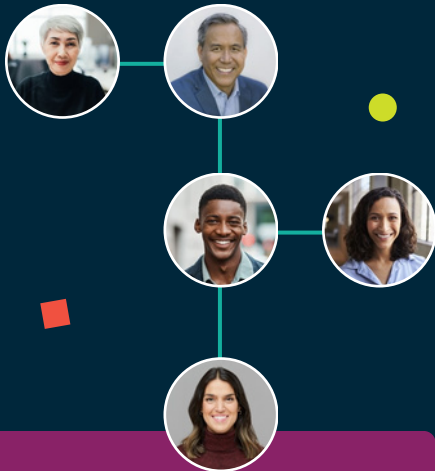
Nearing the third year of the project, the following key results have been achieved:

- Readily accessible HCM tools and programs to support employees
- Successful integration of WRM liaisons to deliver standardized services and effective outreach to employees
- Improved cohesion across leadership teams
- Hired junior talent to build a bench and developed a mentoring program to ensure knowledge and skillset transfer

# Approach

WRM helped the organization establish resource and succession plans, performance management, talent development, and mentoring programs. The development of identified skillsets were supported through the creation of learning forums, knowledge cohorts, and access to career growth resources. Since long tenure is valued at the organization, we designed programs that encouraged the long-term retention of employees.

Evans delivered the following **key initiatives** in the development and implementation of WRM:



For more  
information

visit [evansinc.com](https://www.evansinc.com)  
or call: 703-663-2480

## *Strategic Analysis and Planning*

- Define and understand people and organizational challenges associated with strategy, culture, management, leadership, and teaming.
- Assess organization to identify root causes of organizational challenge.
- Partner with managers to define and co-create values of the desired culture.
- Interview and facilitate discussions with leadership and employees to understand workforce pain points and opportunities.
- Identify risks associated with the loss of organization and role-specific knowledge.
- Deliver a strategic plan and three-year vision to address the organization's workforce management challenges.

## *Project Management*

- A seasoned project manager assigned to the project to ensure delivery on time, within scope, and within budget.
- Identify annual objectives and quarterly outcomes. Align objectives and key results with the three-year vision.
- Collect metrics on the impact and accessibility of the products and services developed.

## *Human-Centered Design*

- Create, reimagine, and continuously improve products and services related to workforce resource management.
- Human-Centered Design advocates for the inclusion of curiosity, creativity, and empathy to meet business objectives. The team used Design Thinking principles and Service Design in the development of several WRM services and products.
- Three human-centered design principles we utilized are empathy to truly hear users' needs, beginner's mindset to remain curious and open-minded, and bias for action to experiment with ideas and adapt to new insights.
- This approach allowed us to involve employees from the beginning, validate ideas with users, scale incrementally, pivot along the way, invite co-creation, and holistic integration during implementation.