

# Investing in Your Workforce to Create a Smarter Utility

TVPPA Annual Conference

May 19, 2010

Marriott Riverfront

Savannah, GA

# Upskilling the Workforce

**Skills Gap – “...a significant gap between an organization’s current capabilities and the skills it needs to achieve its goals.”**

(T+D Magazine, February 2010, American Society for Training & Development)

**“Responding to today’s skills shortages with short-term fixes is not enough to drive growth and innovation. The more critical challenge is to address skills gaps in ways that improve organizational effectiveness and contribute to long-term success.”**

(from “Bridging the Skills Gap: New Factors Compound the Growing Skills Shortage”, Pat Galagan)

# Setting the Stage to Meet Expectations

## Employees must be:

### (Before)

- Prepared
- Willing
- Capable

### (After)

- Supported
- Accountable

# Application and Implementation

## Once Trained, Employees Must Remain:

- **Aware**
- **Informed**
- **Engaged**
- **Empowered**
- **Accountable**

# Training for Emerging Opportunities

## Lineman Apprenticeship Program (July 1, 2010)

### Self-Study Modules

- **Unit 1 – Basic Lineman Skills**
- **Unit 2 – Mathematics & AC Review**
- **Unit 3 – Intermediate Lineman Skills & AC Fundamentals**
- **Unit 4 – Advanced Lineman Skills**
- **Work Zone Traffic Control (online)**

## **LAP (Continued)**

### **Skills Labs**

- **Pre-Apprentice Assessment (6.5 days)**
- **Fundamentals Lab 1 (5 days)**
- **Construction Lab 2 (5 days)**
- **Operations Lab 3 (5 days)**
- **Underground Lab 4 (5 days)**
- **Troubleshooting Lab 5 (5 days)**

### **Final Exam**

# Training for Emerging Opportunities

## Smart Grid(SG)/AMI Series

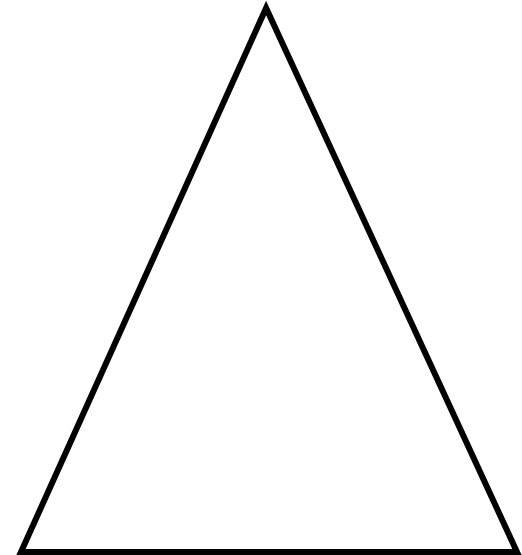
- **Smart Grid/AMI Primer and the External Environment**
- **SG/AMI Transformation of the Traditional Utility Delivery and Business Model**
- **The End User and SG/AMI Technologies**
- **Communications, Control and AMI Technologies**
- **Smart Grid Series Capstone**

# Business Development Solutions

## **Simple Solutions for Business Development Issues**

## How to Develop Business Employees

- **Base of Knowledge**
- **Skills with People**
- **Attitude With People**
  
- **85-92% Training in Knowledge**
- **85-92% Success in S & A**



## Key Employee Coaching

**One-on-one employee development**

## Key Employee Coaching

- Key Employee Coaching is a brand-new program for TVPPA that works with exceptional employees to increase their productivity and personal performance through a one-on-one, teleconferencing process, with a trained and certified business coach. Together they work to identify the client's personal, business, and/or relationship goals, develop strategies and action plans, that lead to goal accomplishment.

## From the Source

- **“The coaching has helped open my eyes to my strengths and opportunities for improvement.**
- **I’ve learned how others perceive me and have to admit it wasn’t always as positive as I would like.**
- **I now know how to adapt my behavior at work, home and at church to achieve “win / win” results.**
- **I find myself much more willing to ask questions, actively listen to others to understand their views and opinions.**
- **I’m striving to be more open and assertive when expressing my thoughts and feelings in a respectful manner that builds the confidence and self esteem of others.**

**Jason Grisham**

**Alcorn County Electric Power Association**

**Engineering Manager**

## From the Source

- **Through the use of the many tools you provided I was able to see myself as others see me.**
- **This has allowed me to capitalize on my strengths and rise above my weaknesses to become a much more productive leader... have greatly improved the quality of information exchanged between us. I have set realistic goals for my employees and I have gotten my employees more involved ...**
- **Both my colleagues and family have noticed a positive change in my attitude and behavior. I find myself less stressed when communicating with my supervisors and able to communicate with them easily and productively. I am asking more questions and actively listening...**

**Bob Gilbert, Dispatch Supervisor**

## From Buddy Boss

- **You will learn how supervisors can increase their credibility as leaders.**
- **Credibility is a valuable currency that takes time to build. What you do, not what you say, is the ultimate test of credibility.**
- **You will learn how to create an environment where people and their ideas thrive.**
- **You will learn how to create an environment where people get things done because they want to do it, not because you “make” them.**
- **You will learn how to use stories and illustrations to motivate people to take the right steps in all processes. You will learn the rules for becoming a master motivator.**
- **You will learn the quickest way to create a powerful environment of trust.**
- **You will learn how to enforce rules that are fair for everyone.**

- **You will learn why leading by example and from the front is critical to your success.**
- **You will learn how to master the challenges placed by your friend you lead.**

## Contact Us:

**Danette Scudder**

[dscudder@tvppa.com](mailto:dscudder@tvppa.com)

**Jim Wyche**

[jwyche@tvppa.com](mailto:jwyche@tvppa.com)

Whatever the key employee's need, it can usually be met or surpassed by coaching. Quoting *Fortune magazine*: "... other research showed training alone improved leadership skills by 22 percent. When combined with executive coaching (Key Personnel), improvement jumps to 77 percent." So, if that person needs help in:

- ***Achievement of Departmental Objectives***
- ***Organization and Follow-Through***
- ***Interpersonal Relations***
- ***Customer Service***
- ***Improving Personal and Team Productivity***