Workforce Planning

Knowledge Management & Generations at Work

Annis C Barbee, Talent Resource Analyst
NC DHHS Recruitment, Engagement, & Retention

Workforce Planning

Systematic identification and analysis of what an organization is going to need in terms of the size, type and quality of workforce

to achieve it objectives.

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Knowledge Management

Strategies and processes designed to identify, capture, and share an organization's

intellectual assets to enhance
its performance and competitiveness.

Courtesy of The Business Dictionary

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Workforce Identity—Matures

- 1927-1945 (67+)
- Symbols
- Values/Motivators
- Communication
- Digital Aliens

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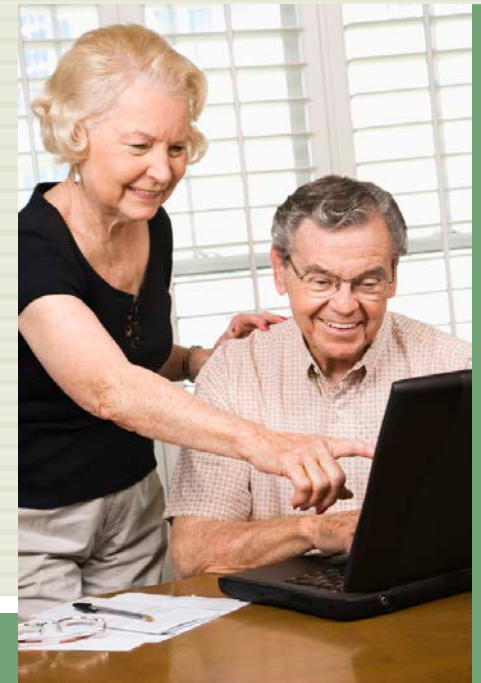
Workforce Identity—Boomers

☐ **1946-1964** (48-66)

☐ Symbols

☐ Values/Motivators

☐ Communication

☐ Digital Immigrants

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Workforce Identity—Gen X

- 1965-1983 (29-47)
- Symbols
- Values/Motivators
- Communication
- Digital Natives

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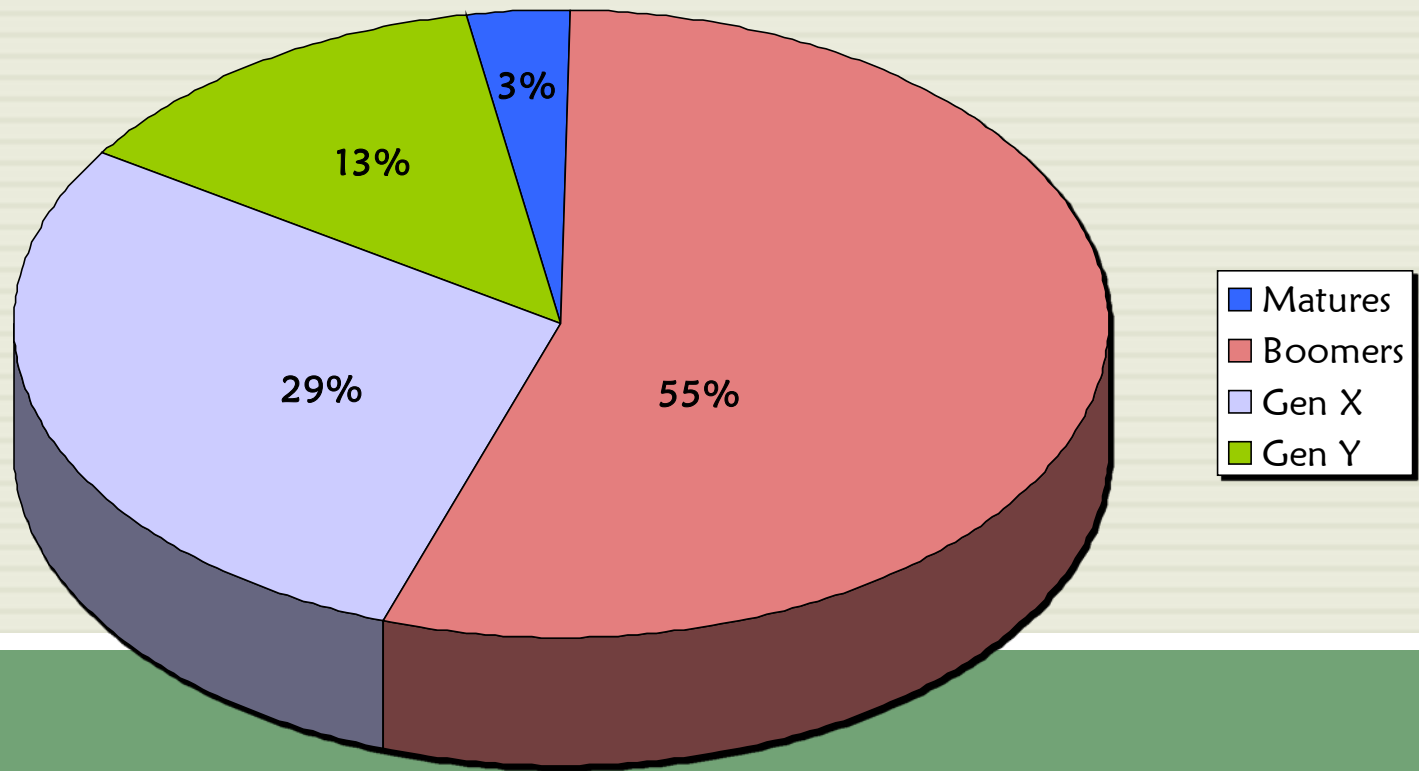NC DHHS Recruitment, Engagement, & Retention

Workforce Identity—Gen Y

□ 1984-2002 (10-28)

□ Symbols

□ Values/Motivators

□ Communication

□ Digital Explorers

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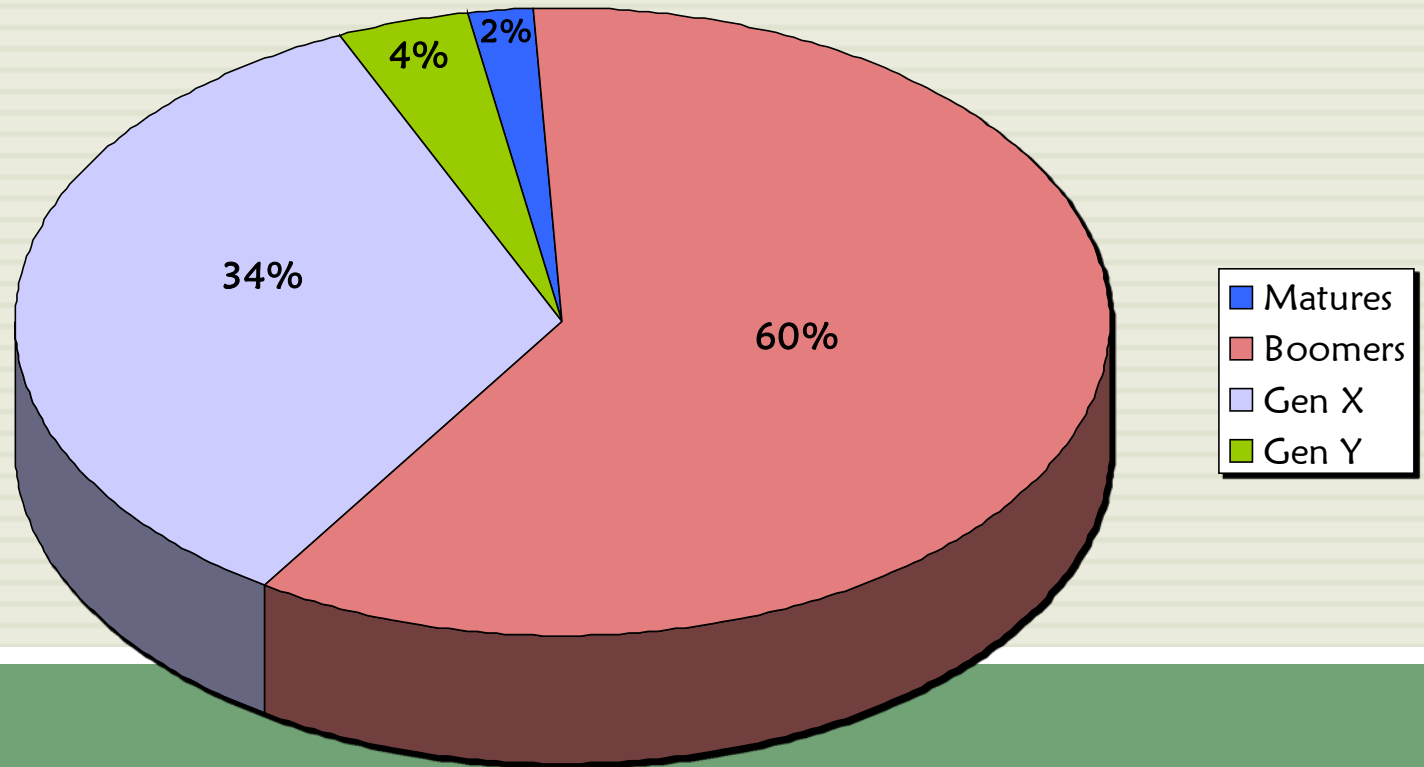NC DHHS Recruitment, Engagement, & Retention

NC State Agencies

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Office of the State Controller

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Workforce Identity—Jones

- 1954 – 1965 (47-58)
- Symbols
- Values/Motivators
- Communication
- Digitally Convinced

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Workforce Planning

- Mix of experience, knowledge, and skills is required, and

- Steps to get the right number of right people in the right place at the right time.

Courtesy of The Business Dictionary

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Knowledge Management

☐ Capture and documentation of individual tacit and explicit knowledge, and

☐ Its distribution within the organization.

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Next Steps--Workforce Planning

☐ Current Workforce Assessment

☐ Future Workforce Needs

☐ Gap and Surplus Analysis

☐ Strategy

☐ Implementation

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Next Steps—Knowledge Management

- ☐ Learning Culture

- ☐ Employee Development

- ☐ Work Processes

- ☐ Best Practices

- ☐ Knowledge Transfer

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