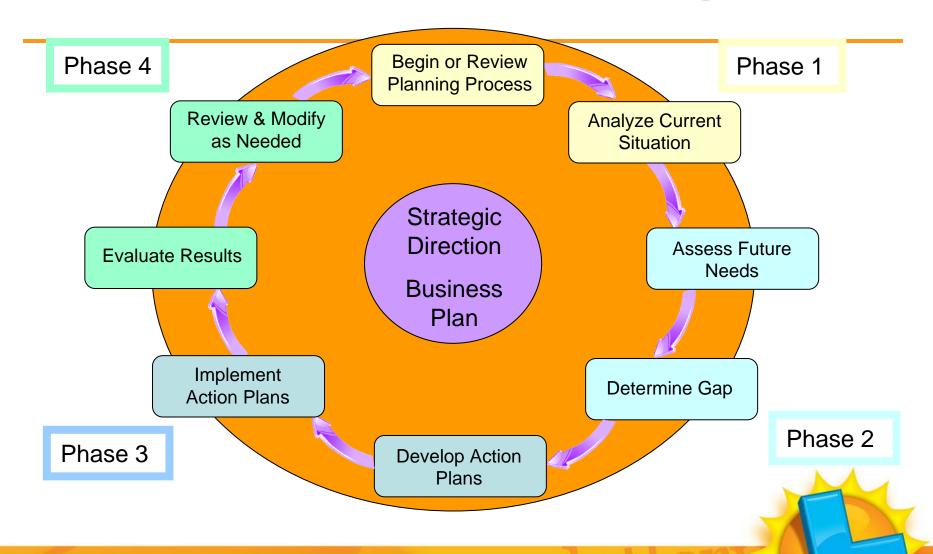


Workforce and Succession Plan Commission Presentation April 2011

Workforce/Succession Planning Model



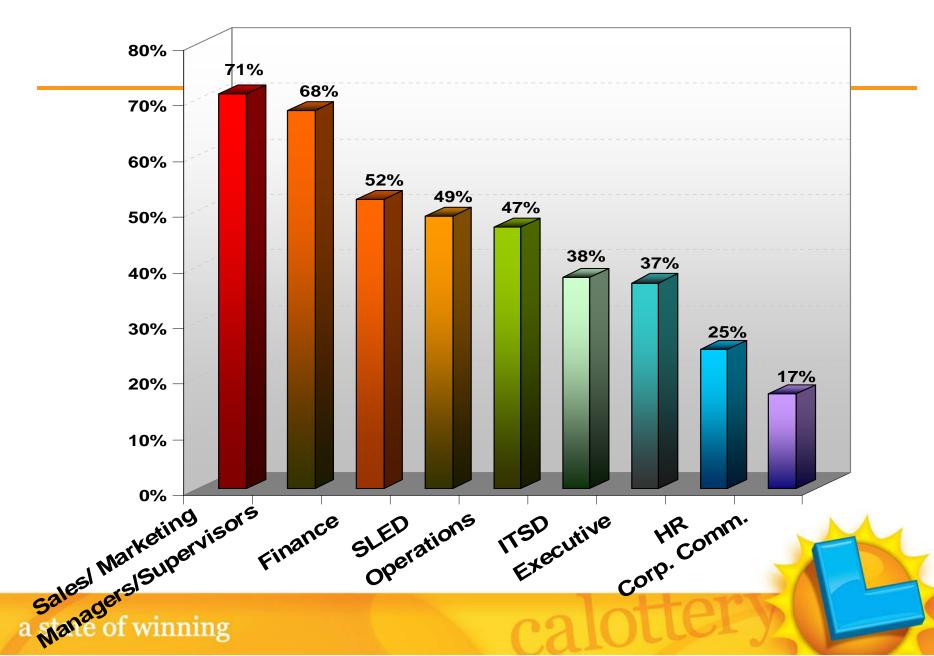
Workforce/Succession Planning Model

- Lottery Plan Phases:
 - Phase 1: Review and Analyze Situation
 - Phase 2: Conduct Gap Analysis
 - Phase 3: Develop and Implement Action Plans
 - Phase 4: Evaluate and Modify Plans



- Lottery-wide age/retirement analysis:
 - –Average age of retirement
 - –Age Statistics Lottery-wide
- Identified high-risk and mission critical areas:
 - –Sales & Marketing Division
 - -Leadership

Lottery Age Statistics Age 50+ (Data as of 2010)



 Workforce gaps identified a need to address mission critical skills and knowledge gaps Lottery-wide

 As a result, basic core competencies established for all Lottery staff and a Workforce Development Training Plan drafted

Completed Needs Assessments/Gap Analysis

- Ongoing Lottery-wide training needs assessments established Leadership Core Competencies/Academy
- Job Analysis:
 - Completed for District Sales Rep., Route Sales Rep., District Sales Sup., and Lottery Sales Manager
 - -Development of online exams

Workforce Development Training Plan

- Components
 - All-Staff Core Competencies
 - Personal Development Training
 - Professional Development Training
 - Succession Planning & Training
 - Leadership
 - Lottery Fundamentals
 - Mandatory Training
 - All Staff
 - Job Specific



Professional & Personal Development: Individual Development Plan

- Currently administering 2010/2011 Individual Development (IDP) and Performance Appraisal Summary (PAS) Process
- Provided:
 - Guidelines & Training
 - Presentation: "You Have to Plan to Win!"
 - Workshops for all staff

Professional & Personal Development: Communication Strategies

- Human Resources Webpage!
 - Now available through CLIC
- Partnered with Corporate Communications and CSR to present 2010 Employee Survey Results
 - 239 employees attended feedback sessions
- Communication Training conducted



Succession Planning: Leadership Academy Program

- 6 Session Certificate Program Mandatory for all Supervisors and Managers:
 - Supervisor's Role in New Employee Orientation
 - Performance Appraisals Summary & Individual Development Plan Process
 - Effective Communication Skills
 - Progressive Supervision
 - Guiding Conversations During Difficult Times
 - The Hiring process

Lottery Fundamentals: New Employee Orientation (NEO)

- Component of Lottery retention strategy
- Mandatory training for employees hired January 2009 and beyond
- Previous sessions, 100% of employees strongly agreed/agreed it was valuable and meaningful
- 85.2% of employees said attending NEO was a great way to learn about the Lottery history, mission and culture

Lottery Fundamentals - Upward Mobility: Career Counseling Program

- Allows employees to be proactive in their pursuit of professional development
- Provides tools and resources that will assist employees in seeking out and applying for internal and external positions
- Offers support and guidance to employees at all levels
- Supports the Lottery Workforce and Succession Plan objectives and goals

Lottery Fundamentals: Health, Safety and Wellness

- Tour conducted at HQ, all District Offices and Distribution Centers
 - Training topics included:
 - Injury and Illness Prevention
 - Personal Safety and Crime Prevention
 - EEO/Sexual Harassment Prevention
 - Stress Reduction Techniques
- Health Benefits Training



Phase 3: What's Next... Workforce Plan

Phase 3: Future Action Plans

- Enhance and develop components of Workforce Development Training Plan
- Leadership Academy
 - Level I offered to associate level
 - Develop Level II curriculum building upon the previous competencies and skills
- Expand Upward Mobility Program
 - career mentoring/job shadowing
 - career ladders



Phase 3: What's Next... Workforce Plan

- Develop action plans for employee survey lowest rated areas:
 - Recognition Programs
 - Divisional Communications & Interdivisional Relations
 - Addressing Poor Performance
 - Time to do job/Stress due to job
- Update Lottery Policies and Procedures
- Initiate Phase 4 evaluations/modifications

Questions?

Thank you for your time today

