



Power UP

Delivering Career Development Opportunities and Career Paths for Resource Managers

September 10, 2024

Thanks to Our Sponsor:

KANTATA™

Agenda

Delivering Career Development Opportunities and Career Paths for RMs

- 01** Introduction
- 02** RMI Perspective
- 03** Featured Speaker: Chris Nakovics
- 03** RMI Updates



We want to hear from you!

We will either take questions offline or at the end.



Dedicated to the advancement of resource and workforce management thought leadership, best practices, and standards

RM Thought Leadership and Best Practices



Market Research and White Papers



Globally Recognized RM Training and Certification



Over 3,000 Member RM Community



Industry Collaboration Events

Just-in-Time Resourcing (JITR)[®]
Brand of Global Resource Management



Project Performance
Resource Utilization
Customer Satisfaction
Employee Engagement



ESTABLISHED IN 2016

Welcoming New Members: Join the RMI

The screenshot shows the RMI website homepage. At the top left is the RMI logo (Resource Management Institute, a part of Belcan). The navigation menu includes: About RMI, Events, Insights, RMCP® Certification, RM Training, and RMCP® Tools. A prominent blue 'Join' button is highlighted with a green starburst, next to a yellow 'Login' button and a search bar. The main banner features the RMI logo and the text 'October 1 and 3, 2024'. Below the banner are two featured articles: 'RM Maturity Model' and 'RM Training'. Three blue callout boxes are overlaid on the page: 'Collaborate' points to the 'Events' menu item, 'Innovate' points to the 'Join' button, and 'Educate' points to the 'RM Maturity Model' article.

Collaborate

Innovate

Educate

RMI Member Benefits

- Access to RMI insight and white papers on RM best practices
- Access to RM market research
- Invitations to RMI events
- Access to recordings of previous RMI events

www.resourcemanagementinstitute.com



Delivering Career Development Opportunities and Career Paths for Resource Managers

The Eras of Resource Management



Identity

2000 – 2014

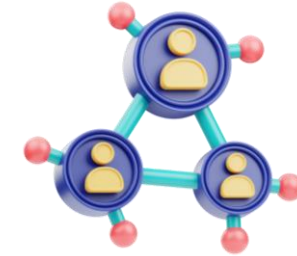
- RM is really a thing?
- Discipline started to form in PS
- Just-in-Time Resourcing® was born in 2007
- Early focus on “staffing”
- Started to see RM functionality introduced in PSA/PPM tools
- RMCP® was launched in 2014



Maturity

2015 – 2022

- RM job descriptions
- Increased focus on skills mgmt, forecasting/capacity planning
- RMOs became the norm
- RMI was formed in 2016
- The first RMGS was held in 2018
- Over 1,000 RMCPs
- Significant improvements in RM functionality in automation tools



Expansion

2023 →

- More talk, more articles, more webinars, more focus on RM
- More organizations targeting RMCP's for open RM roles
- RM becoming a C-level focus
- RM viewed as a vehicle to scale
- RM discipline used across organizational teams
- Rise of RM-only automation tools

Observations

Most Organizations:

- Believe in the need for training
- View skills development is strategic
- Set aside time and budget for employees to attend training

...But

- Continue to base training needs on performance problems
- Fail to actually invest time in training and/or protect the budget allocated to it
- Invest a disproportionate share of their training budget in product, domain, and/or technology training
- Continue to take an event-based approach to skills development

RM Skill Profile

To be successful, Resource Managers need a well rounded set of skills:



General
Business/Company

RM Process
Knowledge

Professional Skills

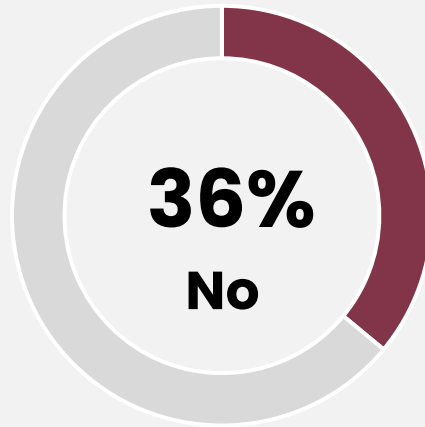
General Business/Company – **“foundational”** - back office, company and HR norms of how does your company conduct business – e.g. time and expense tools/policies, security and HR training, performance review process training, etc.

RM Process – **“required hard skills”** the core of executing the Resource Manager role – knowledge of RM policies, practices, data, and tools

Professional Skills – **“necessary soft skills”** – the ART of being a good Resource Manager

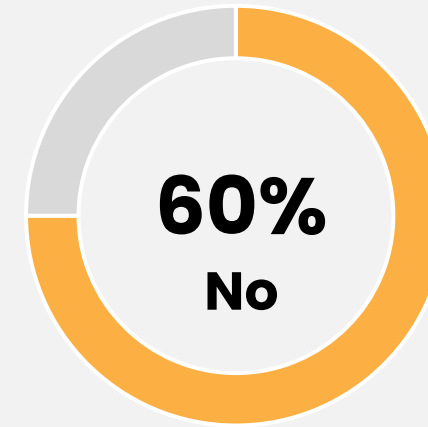
RM Development Continues to be a Challenge

Were you formally trained for your role?



Over 1/3 of RMs did not receive formal training and/or were expected to learn on the job

Does your company have a defined career path for RMs?



60% of RMs report that their company does not have a defined career path for RMs

RMI Recommended Practices

01

Invest in the ongoing development of Resources Managers by securing a budget in dollars and hours.

02

Establish a plan for how to spend your training budget each year. Focus on all three skill categories.

03

Build a career development plan for RMs.

04

Be intentional about the methods you use to develop employee skills and capabilities.



Chris Nakovics

Global Resource Management Leader
ServiceNow

Chris Nakovics is the Global Resource Management Leader at ServiceNow, responsible for strategic resource management, business process operations and shared services. Chris has more than 15 years of expertise focused on advancing the discipline of resource management, implementing partner frameworks, enhancing and accelerating skills development, as well as continuous process improvements. Chris holds an MBA in Information Systems Management from Dowling College and a BBA from Hofstra University, along with his RMCP® certification.

Why Career Paths & Development Opportunities matter!

ENGAGEMENT

87%

RETENTION

25%

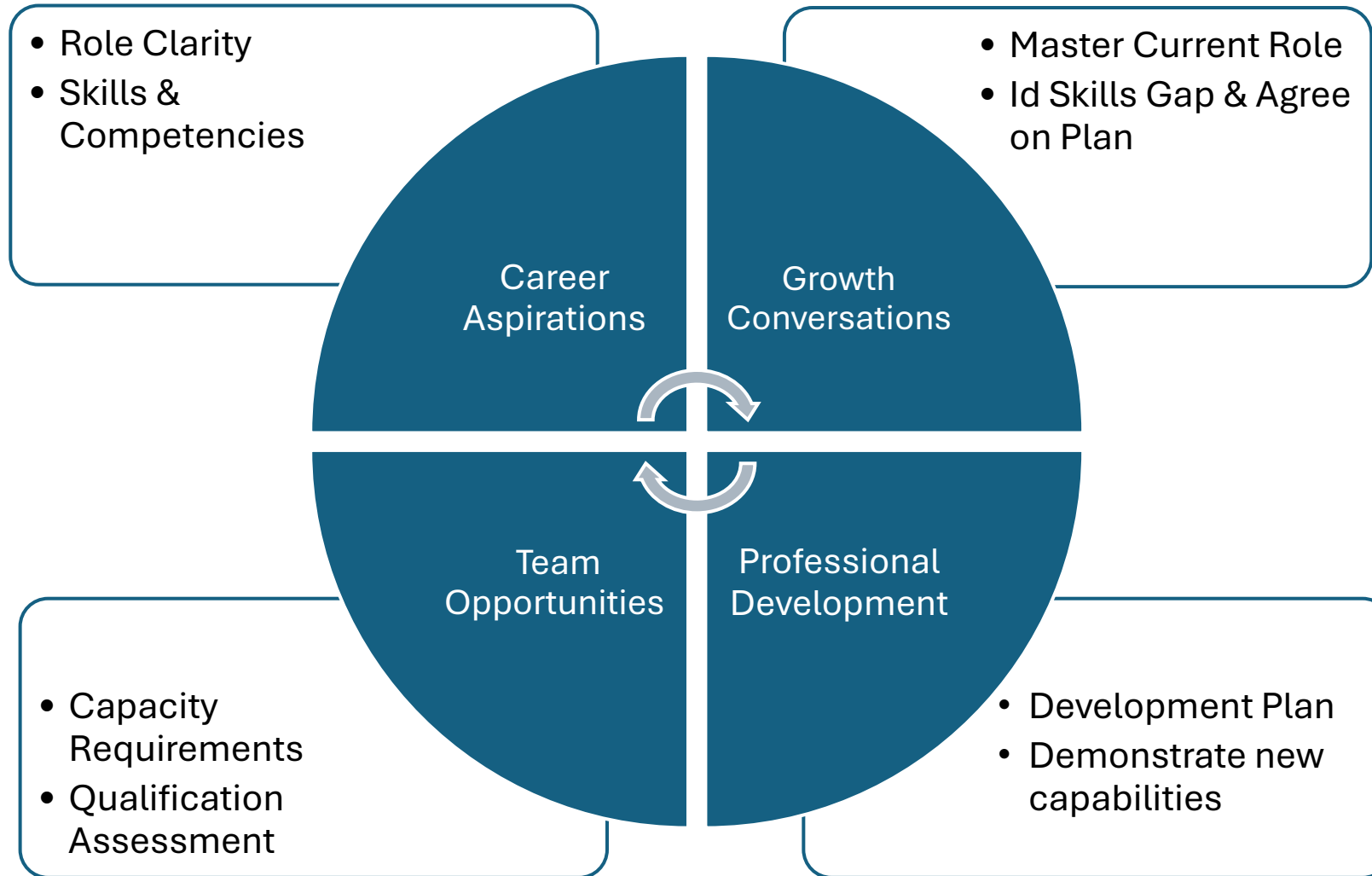
PERFORMANCE

202%

What Influences Employee Engagement?



Career Development



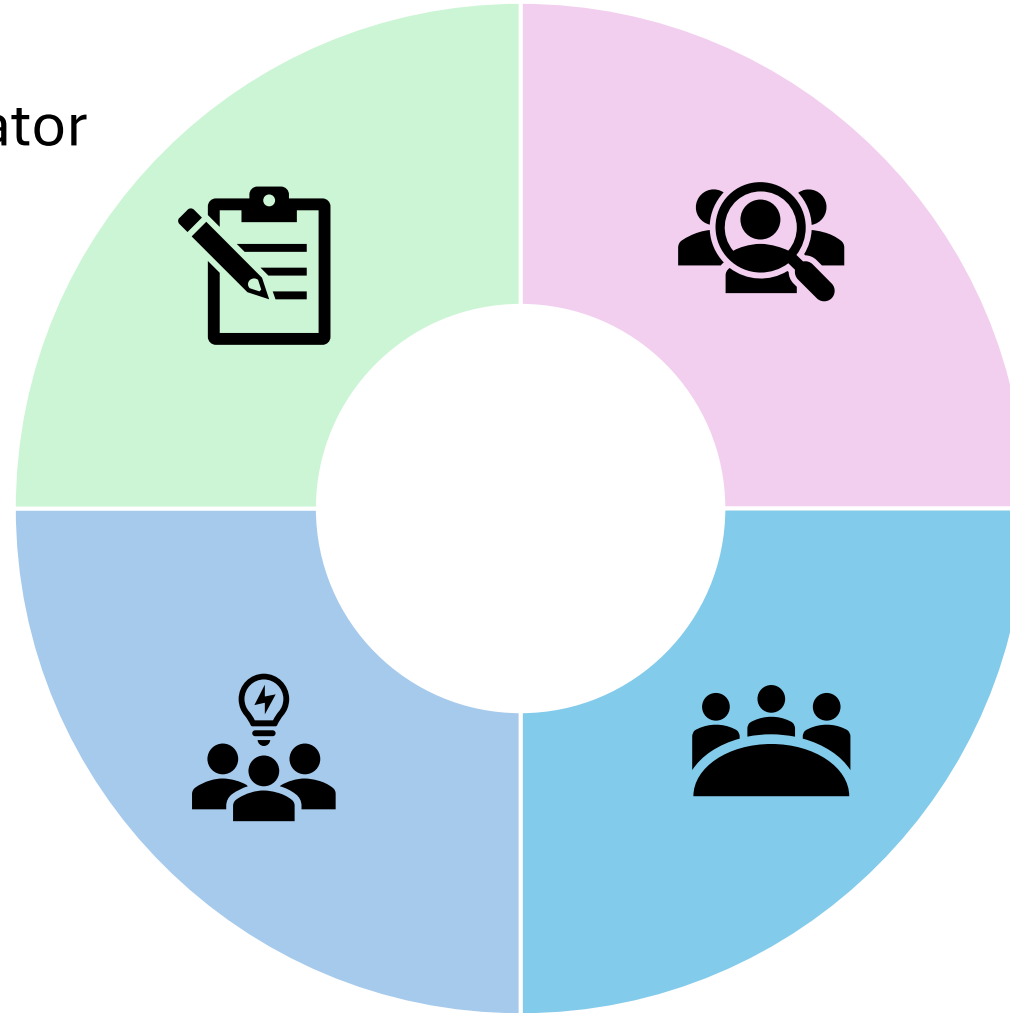
Resource Management Career Path

Resource Administrator

- Associate
- Administrator
- Sr Administrator

RM Leadership

- Team Lead
- Manager
- Director



Resource Analyst

- Analyst
- Sr Analyst
- Principal Analyst
- Sr Principal Analyst

Functional Lead

- Partner Manager
- Education Delivery Lead
- Customer Success Lead

How we are driving Employee Engagement & Development Opportunities

Rotational
Opportunities

Skills
Development

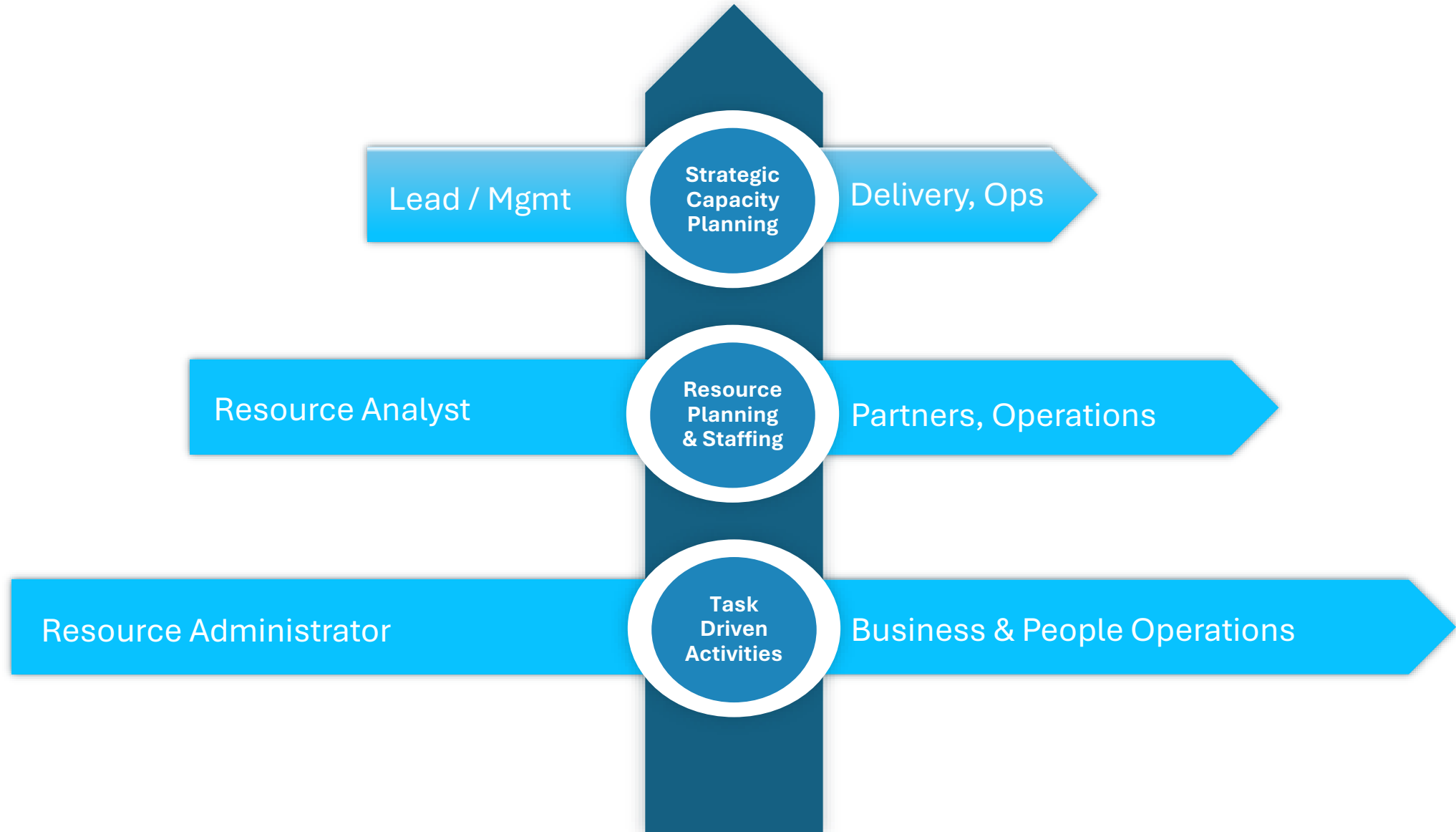
Process
Improvement

Company Led
Initiatives

Departmental
Programs

Team
Collaboration

Cross Functional Development Opportunities





Upcoming Events and Training



Resource Management Excellence

<https://resourcemanagementinstitute.com/rmi-connect/>

First-of-its-kind certified professional skills development program for:

Resource Managers

- 3-day classroom, online instructor led sessions (2 hrs. each), and on-demand format
- Interactive lectures, practical case study exercises
- Certification exam
- RMCP® credential for two years



Just-in-Time Resourcing® (JITR)

2024 RMCP® Class Schedule

Classroom – West Palm Beach, FL

- November 5-7, 2024



Virtual Instructor-Led (Online)

- Starts October 22, 2024
- Starts December 3, 2024



Register today at:

<http://resourcemanagementinstitute.com/apply/>

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KANTATA™

Kantata takes professional services automation to a new level, giving people-powered businesses the clarity, control, and confidence they need to optimize resource planning and elevate performance. Kantata's purpose-built cloud software is helping over 2,500 professional services organizations in more than 100 countries focus and optimize their most important asset: their people.

By leveraging the Kantata Cloud for Professional Services™, professionals gain access to the information and tools they need to win more business, ensure the right people are always available at the right time, and delight clients with project delivery and outcomes.

Visit www.kantata.com to learn more.



Thank You

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