



Power UP

Leveraging the Resource Management Office (RMO) for
Improving Employee Engagement

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March 27, 2019

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We are helping companies via better resource management to achieve improvements in:

- Project performance
- Resource utilization
- Customer satisfaction
- Employee engagement/retention

We do this by providing:

- Best practice definition and development
- Market research and white papers
- Training and education
- Industry collaboration/events

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Join us for the next 30-minute Power UP session to discuss implications of Agile for Resource Management.

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Leveraging the RMO for Improving Employee Engagement

From RM Futures Presentation at the 2018 RM Global Symposium: *Employee Engagement and the RMO*



- Workforce stability will still be important
- Millennials have different expectations – hint: it's not just \$
- Traditional HR can help but is not by itself the answer, nor is just good management
- How we engage people more in line with their aspirations and motivators is key
- Where in the enterprise will we have a transparent view into what people want, and what we need done – the RMO!

Defining Employee Engagement

Employee Engagement is a fundamental concept in the effort to understand and describe, both qualitatively and quantitatively, the nature of the relationship between an organization and its employees. An "engaged employee" is defined as one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organization's reputation and interests. An engaged employee has a positive attitude towards the organization and its values.

An organization with "high" employee engagement might therefore be expected to outperform those with "low" employee engagement.

Wikipedia

Why Employee Engagement Now (more than ever)?

This year's survey confirms many medium- and large-sized companies are still struggling to retain employees in an economy that's increasingly defined by gig workers and job hoppers, rather than lifelong employees. Nearly half (47%) of HR professionals cited employee retention/turnover as their top workforce management challenge this year – the third consecutive year retention/turnover has topped the list.

2018 SHRM Employee Recognition Report

Retention and Turnover

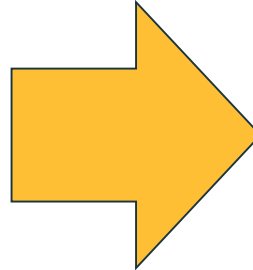
Changing Workforce Dynamics

More than one-in-three American labor force participants (35%) are Millennials, making them the largest generation in the U.S. labor force, according to a *Pew Research Center analysis of U.S. Census Bureau data*.

How the RMO (and good RM processes) can Help

Key drivers of turnover

- Career Development
- Work-Life Balance (burnout)
- Sense of Purpose
- Bad Manager
- Personal issues
- Compensation and Benefits



RMO/RM best practice includes:

- Capturing employee career wants/needs, and relevant personal wants/needs e.g. travel desires in the skills database – this is where process and technology enable scalable employee engagement support. Have a cadence for regular updates.
- Redefine project allocation priorities/algorithms to incorporate employee engagement objectives more in balance with other criteria

Collaboration with HR and the Delivery Teams Important

Introducing Our Guest Speaker – Kimberly Carrieri

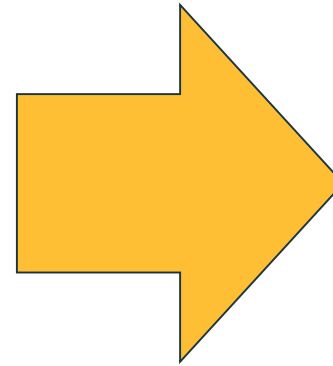


Kimberly Carrieri **Americas Theater Lead, Resource and Skills** **Management, Dell EMC**

Kimberly's team spans North America, South America and India. She has been with Dell EMC for approximately 12 years and has held several positions including Project Management, Residency Management and Technical Delivery Management. Kimberly holds an MBA from Averett University, a BS in Dietetics from Virginia Tech, and is RMCP® and PMP certified. Executing upon the company's strategy and identified Resource Management initiatives, optimizing utilization via proper bench management, driving backlog, partner management, meeting Dell EMC internal/external stakeholder expectations, as well as honoring and promoting Dell EMC Culture Code are what drive her and her team every day.

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Dell EMC RSM and The “Personal Touch”

Strategic Resource Managers are aligned by Division and have 1:1 relationship with the Technical Managers and their team(s)

Weekly meetings with Technical Management and the Resources Individually:

- **Review for each individual:** utilization, lead times for skills, gaps, career goals, personal goals (desire to move or work in certain areas), shadow opportunities, travel restraints, PTO, “health of the resource” and identifying mentorship.
- **Goal** – RM knowing as much as the direct manager of the resource or HR would, and leveraging that knowledge and those relationships to keep employees engaged, enthusiastic and motivated.

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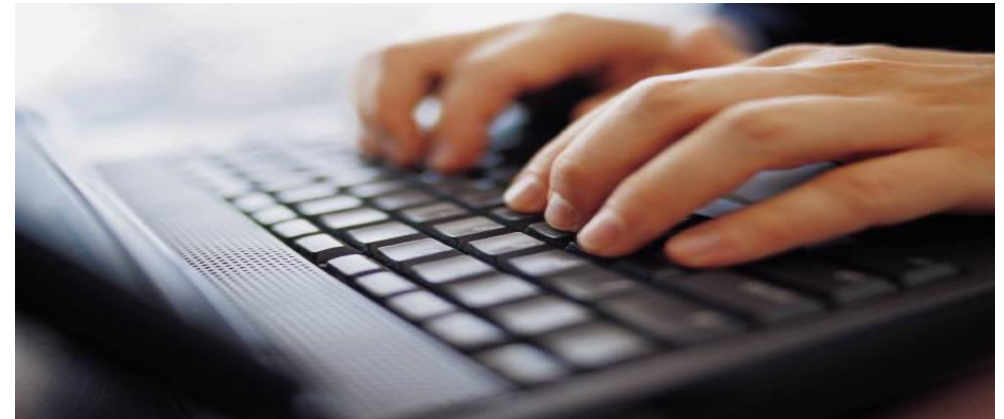
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Resource Management Institute

855-786-2555 Ext. 509

Info@ResourceManagementInstitute.com