



3 Ways Government Agencies Can Overcome Change & Mission Uncertainty

A new president often affects agencies' goals with new personnel, policies, and direction. However, this may lead to internal discord and employees questioning whether their own goals still match those of their department.

How can agencies thrive when their mission and priorities are forced to undergo big changes?



1 Roll out learning initiatives

The success of any new goals hinge on employees' abilities to execute them. Ensure your organization can still be effective by stressing the importance of learning initiatives. A quality talent management system facilitates the necessary employee growth that will reflect their agency's mission. This makes them feel like they're being prioritized, which leads to them be more productive. According to a DOL study, 84% of employees who received sectoral training reported being more productive.¹



2 Focus on meaningful performance reviews

Like it or not, most people hate performance reviews. Managers are sometimes unprepared, employees are nervous for them, and organizations may not know what to do with the evaluations. But they also provide agencies with a golden opportunity. During times of change, stakeholders can leverage performance reviews to communicate with employees, assuage their fears over potential

new directions, and help keep the focus on the mission. Furthermore, they help keep employees performing at a high level. However agencies evolve with new leaders, performance reviews help stakeholders “... improve buy-in, build commitment, (and) keep morale up.”²



Proactively think about succession

As agencies adjust to mission and budget changes, helping employees build a new career path will drive engagement and productivity. Leverage your learning and performance initiatives to prepare workers for taking on new roles. Further, enabling workers to take on new positions may help balance (or reconcile) the agency’s “old” mission with their new focus. This reduces recruiting costs while keeping the mission front and center. Millennials are expected to be 75% of the workforce by 2026.³ Engage them to discover their long term goals and how those can guide and drive agency succession plans moving forward. Support this by blending interactive and traditional learning initiatives with collaborative learning; this enables employees to become both the teacher and student as they exchange vital industry knowledge, share critical tips, and discuss experiences from the

Regardless of changes that are forced on agencies, leaders and employees still have a job to do, and not making the proper internal adjustments threatens their ability to meet mission goals and requirements. Change is inevitable, but it’s also manageable. Prioritize learning and performance initiatives to ensure employees have the right skills and goals to help the agency grow. Also, new directions often lead to vacancies, so prepping for succession helps agencies continue to operate.

Learn more about how focusing on talent drives agency operations!

To learn more strategies for overcoming change and mission uncertainty, visit us at csod.com/state-local and csod.com/federal-government

¹ <https://www.dol.gov/asp/evaluation/jdt/jdt.pdf>

² <http://www.govexec.com/excellence/management-matters/2016/06/productivity-doesnt-have-stall-during-presidential-transition/128752/>

³ <http://www.governing.com/columns/smart-mgmt/col-government-workforce-importance-succession-planning.html>