

>> Don: So let's go ahead and let's get started and the first segment, as I mentioned earlier, was looking at the IDP.

Janelle had an opportunity to interview Rollie Jacobs.

Rollie is the division chief at NCTC for the division of training.

He also is the service's chief learning officer and has tips he wants to share and information about why IDP's are important, and there was also an update to the service policy this year.

So he's going to share that information with you, too.

So let's go ahead and see what the interview looks like.

>> Janelle: Welcome, Rollie.

I understand that the IDP policy has recently changed.

Can you share with our viewers some of the highlights of the current policy?

>> Rollie: Sure, I would be happy to.

Really there are -- a couple requirements have changed and probably the one that's the most kind of -- stands out the most is who is it required for?

We've always had it required for all our permanent employees but a couple things have changed.

Now we've brought in our temp employees that are going to be with the service for 180 days or more.

So they're now required to have an IDP.

We have our students serving under SCEP or the Federal career intern program.

They're also required to have an IDP and I think appropriately so given what they are -- the point

they're at in their career.

And then also if we have some employees that come from other Federal agencies that are serving with us for 180 days then we would like to get them on an IDP as well and that's required.

>> Janelle: And what timeframe is it required to be in place?

>> Rollie: They're required to be in place by 60 days after the beginning of the performance period, for most of us that means by the 30th of November they should have had their IDP in place and sat down and had that conversation with their supervisor.

>> Janelle: The main change to the policy is who the IDP is required for our supervisors out there knowing they're now required for other employees beyond just the permanent?

>> Rollie: Right.

That's correct.

>> Janelle: Great.

What are some tips that you have that you can share with our views on how you help your employees put together a IDP?

>> Rollie: I think the most important thing is the conversation.

Really getting an opportunity to talk with employees and employees talking with their supervisors about their goals.

I mean, where are they headed for their career and it -- really in different stages.

There's the immediate kind of goals that people have, especially about how they can get better in their current job, how they can improve their performance in the workplace where they're at today, and that's the --

really the right up front part.

The other part is starting to look out beyond that and kind of a little bit longer term goals and in the near future, is there a different job you want to move to?

What's available?

What are their interests as they move forward in the career?

Then even longer than that, kind of what is your career direction, what's your ultimate goal in the service and what do you want to achieve and in what way?

I mean, do you want to be -- work ultimately as a manager, do you want to focus on the scientist side of things?

Are there ways to combine those?

Get clarification and shared understanding of what's -- you know, what the goals are.

Then start talking about, well, what can we do to help people start to move towards those goals.

Very often people think immediately of in-class training, coming to NCTC, and while we're flattered, there are so many other ways people can move forward and develop their expertise, their competency in their jobs and for future jobs -- prepare them for future jobs.

So, you really need to think beyond just going to a class or taking an online class and think about experiential things you can do.

Are there things in the workplace, whether job assignments or swapping with somebody for a period of time?

Or is there a detail opportunity?

Something like that that gives people an opportunity to

actually do the kind of work that they hope to do permanently in the future and really start to grow and expand.

Training is wonderful.

It should be a component of anyone's IDP, but it should be more than that in looking for experiential kind of things that really help develop people as they move forward.

>> Janelle: So we know that the IDP is really designed with the employee in mind but how can it help you as a supervisor?

>> Rollie: I think really understanding our employees is a very important thing.

And really understanding what their interests are.

Very often you might also discover where are some hidden talents you didn't know about as part of that conversation.

You want to know and understand what they're interested in and then you can help guide them and also take advantage of those interests and skills in your own workplace.

The second part is you can really start thinking about, okay, how can I start assigning work within the workplace in ways that are not only developmental for the individuals but also move the workplace forward and get the kind of work done.

It's great to have people that are passionate and really interested in things and you can take advantage of that and develop your folks at the same time.

Finally, there's some practical things, not the least of which is, as you go through the IDP process, you're going to be able to start laying out your budget for training for the coming year, and having that set aside and know and anticipate how much you're going to have to spend rather than having to react later in the year.

You already have a plan laid out.

It's not locked in stone.

Things do change but at least you have a sense of where you're going budget-wise for training and development opportunities in the coming year.

>> Janelle: That's great.

So what can you say to some of the folks out there that might consider the IDP process just a paper exercise and maybe a waste of time?

What can -- advice can you give them that might help them see the benefit of the IDP?

>> Rollie: Well, it is required.

It's in the policy.

It's 231 FW 2.

So it's got to be in there.

But that's really not -- it's in policy but that's not why we're doing it.

I think the biggest part is the discussion with your employees and really getting to know your employees and helping them grow.

I mean, there's a lot of satisfaction in that, when you see a young employee that's in your workgroup really start to achieve and take off and grab hold of their interests, but it's also good for your workplace.

I mean, you get people into the right jobs and right fit, and you get people trained and more competent and more confident in what they're doing in the workplace, and that can only happen if this discussion about development, this discussion about training, is kind of ongoing and revisited.

We often make assumptions, and sometimes those assumptions are wrong.

But having that open line of communication around development just really pays off.

>> Janelle: It seems like to me the IDP is an important tool but it's really that discussion piece that gives value to both the supervisor and employee.

So any other thoughts you would like to share with supervisors of the service around IDP's?

>> Rollie: We've got some tools available for you on the website and the website set up for these broadcasts.

I encourage you to take advantage of those.

Both employees and supervisors.

Really take advantage of them.

They're good tools.

There's an online course on how to set up and do career planning with an IDP.

It's something we put together several years ago, but it's still right on and I think it's a valuable thing for people to just kind of review and take a look at get them on the right road.

There's other resources that are going to be placed on that website as well that will help you with this planning.

I think those are important things and things you can take advantage of and we're going to be working to do even more for you.

So -- but bottom line is I just can't reemphasize enough how important that discussion with your employees is and really understanding where the employee want to go and how to you make that fit with

the workplace and move not only the employee forward but the workplace and the mission forward as well.

>> Janelle: Great.

Thank you so much, Rollie.

I appreciate you taking the time to sit down with us today, and I do believe that the information that you shared will help make the IDP process a richer experience for both the supervisors and their staff.

>> Rollie: I'm glad to be here and thank you for inviting me.

I appreciate what you and Don and the rest of the team is doing for the service and I hope this is a valuable thing for everyone.

Thanks.

>> Janelle: Thank you.

>> Don: That was good information that he shared.

You know, it's interesting when you think about it, because it didn't really realize how useful the IDP was for the supervisor.

So often when folks talk about it they kind of talk about it from, like, how much training can I get and inundate their IDP with a bunch of courses.

>> Janelle: Yeah, Rollie made some good points and he shared with me after the interview that the OPM accountability reviews have been showing the service as a whole has been doing a lot better at getting in place the IDP's for everyone.

>> Don: Great.

That means supervisors are doing their job out there.

You guys remember that, you know, it's that time of year.

So as the supervisor, you've got to have those IDP's in place v those conversations with your employees so that they are in there by the end of November.

Because that's what the policy requires.