

# Talent Development



## Problem Statement

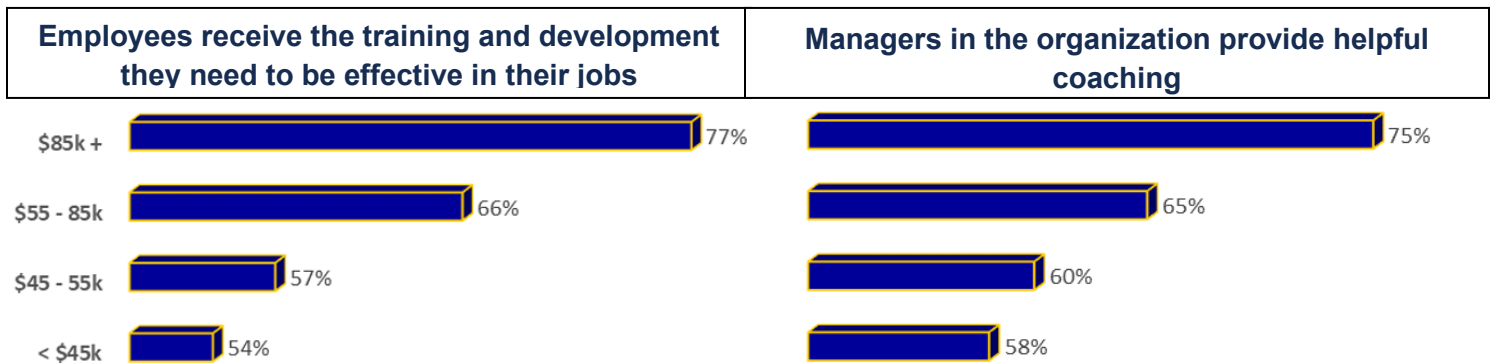
How can we implement meaningful and guided professional development into the State of Missouri’s MOVERS Talent module?

## Background

According to OA’s Missouri Budget Explorer, the State of Missouri employs over 54,000 FTEs. As one of Missouri’s largest employers, Missouri is also one of the largest administrators of professional development across our state. As such, having an engaging and successful professional development program for State of Missouri employees benefits both the State and its residents.

## Quarterly Pulse Survey Data – 2024 Q1

Quarterly Pulse Survey (QPS) data suggests an opportunity for improvement in the State’s professional development experience. Q1 2024 QPS data from six state agencies showed that employees in the \$45,000 – \$55,000 salary range did not receive the training and development they need to be effective in their jobs, while also indicating they weren’t receiving helpful coaching from managers in the organization. When comparing this data to those in the highest salary tier, we see a sharp contrast:



## Missouri Increased Knowledge & Engagement (M.I.K.E.)

To address these opportunities, we are suggesting the development of a professional development framework to be implemented into the upcoming MOVERS Talent module. We call this framework “Missouri Increased Knowledge & Engagement” (M.I.K.E.), and the M.I.K.E. framework would provide structured professional development that is available to all state team members, allowing them to acquire new skills to help facilitate upward career mobility.

Although some systems are currently in place, M.I.K.E. empowers staff to choose a guided professional development pathway that can help them achieve specific career goals. The pathways would not only include webinar-based training modules, but also require practical applications that will require the user to demonstrate the acquired skills prior to completion. For example, if a staff member took a series of courses on public speaking, they may then need to engage in a public speaking event prior to getting the “credits” for completing the skill series. Once a skill series was completed, skill-specific badges could be awarded, indicating successful completion of the course.

## Benefits of M.I.K.E.

M.I.K.E. provides benefits for both team members and their leadership. For staff, M.I.K.E. allows team members to select a pathway of their choosing and would increase professional development buy-in by creating achievable goals for staff to meet that could create tangible benefits. M.I.K.E. provides supervisors with a toolkit that can be used in ENGAGE conversations, where they can not only be discussing career goals with their staff, but also provide them with resources already built that were specifically designed to help them reach those career goals.