Re-Skilling our Workforce for Change

WIRRAL

Commitment to Change and Improvement through People

1. In Wirral we recognise that we need the commitment of a well trained and skilled workforce to ensure that the changes we put in place to improve our services are effective and long lasting.

2. In times of change it is essential to acknowledge that employees may need to develop in new skills and areas of competence in order to work effectively. It is vital that we know what these needs are likely to be and that we plan effectively to develop employees in order to plug these skills gaps. To do this we will continue to improve our workforce development planning which will enable us to identify and assign resources to re-skilling employees where planned changes require developmental solutions, at the earliest opportunity.

3. New modes of service delivery mean that all of us will be expected to work in new ways, often embracing new technologies sometimes in very different roles.

4. The Council is therefore committed to developing employees to enable them to work in these new ways and through this to deliver improving and first rate services to the people of Wirral.

Commitment to Support and Development

We are committed to developing appropriate support systems and mechanisms to ensure that all employees are both confident and competent within new roles. Improving how we plan around anticipated changes to services and the Council's workforce will enable us to identify development needs resulting from these changes and to prioritise and allocate appropriate resources. As well as taking this planned approach to forecasting and managing change, we will also take specific steps to support change within the workplace. We will:

1. Ensure that 'Change' is a prioritised Corporate Behaviour for developing the skills and capacity of employees to anticipate, work with and manage change effectively.

2. Improve skills and competence in project planning and management to plan for change through the Wirral Project Management Methodology.

3. Review and continue to improve our Induction process to ensure that as employees begin new roles with new responsibilities they receive effective and timely induction.

4. Plan, programme and deliver technical skills training and support to ensure that employees are confident with new roles as part of the move towards electronic service delivery.