

CPM Professional Development Day

CPM Strategic Plan Update

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CPM Strategic Plan

- Objective 1 – To have a greater impact to improve lives
 - Reporter – Kimberly Simpson-Mungle
- Objective 2 – To be a preferred partner
 - Reporter – Ryan Lawson
- Objective 3 – To be the employer of choice
 - Reporter – Vickie Shoecraft
- Objective 4 – To be an agile and innovative organization
 - Reporter – Tiffany Elmore

CPM Learning HUB

- Formal and Informal Learning
- Classroom Training
- Online Courses
- Reading Resources
- Social Learning
- CPM LMS
- OU Learning & Development
- Book Clubs
- Local Learning Opportunities
- Networking Opportunities
- Recommended LinkedIn Learning
- Schedule of Events

Objective 2 – To be a preferred partner

- **Action A:** Add expertise or improve the existing expertise levels of the CPM workforce.
- **Action B:** Prove value of CPM expertise and services by reliably delivering and publishing results with measured outcomes that broaden the awareness of the existence of CPM and the trust clients have in us.
- **Action C:** Increase consistency and accuracy of deliverables to clients to demonstrate CPM accountability.
- **Action D:** Improve communication internally and externally to reinforce changed business processes within CPM and maintain high quality customer service.

Strategic Objective #3: To be the employer of choice

- **Action A:** Evaluate pay structures and develop clear career paths to ensure CPM maintains a high quality workforce.
 - Staff Assistant II to Program Specialist 1 job reclassification. Effected around 140 employees.
- **Action B:** Increase professional development training opportunities to prepare employees for career advancement.

Improved IDP Process

- More Consistent Check-Ins
- Look for helpful resources next quarter

Strategic Objective #4: To be an agile and innovative organization

- **Action A:** Enhance service delivery by researching and implementing innovative tools and technology in our operations and deliverables.
- **Action B:** Adjust our structure to be more agile and adaptable to meet customer needs.
 - 1 - Develop a plan to assess DHS True North and identify opportunities to further support their goals.

Strategic Objective #4: To be an agile and innovative organization (cont.)

- **Action C:** Increase job perks and incentives to enable employees to feel more connected to each other and OU, maintain a healthy work/life balance, and recognize high performance in individuals and teams.
- **Action D:** Ensure CPM facilities are conducive to a productive and enjoyable work environment and refine hiring practices to boost retention of current employees.

Questions or Comments?

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Vickie Shoecraft

Tiffany Elmore