

Item 5.2: Workforce Environment (40 pts.)

Process

How do you build an effective and supportive workforce environment?

Describe **HOW** your organization manages **WORKFORCE CAPABILITY** and **CAPACITY** to accomplish the work of the organization.

Describe **HOW** your organization maintains a safe, **secure**, and supportive work climate.

Within your response, include answers to the following questions:

5.2a. WORKFORCE CAPABILITY and CAPACITY

- (1) **HOW** do you assess your **WORKFORCE CAPABILITY** and **CAPACITY** needs, including skills, **COMPETENCIES**, and staffing **LEVELS**?
- (2) **HOW** do you recruit, hire, **place**, and retain new **EMPLOYEES**?
HOW do you ensure that your **WORKFORCE** represents the diverse ideas, cultures, and thinking of your hiring community?
- (3) **HOW** do you manage and organize your **WORKFORCE** to accomplish the work of your organization, capitalize on the organization's **CORE COMPETENCIES**, reinforce a **CUSTOMER** and business focus, exceed **PERFORMANCE** expectations, address your **STRATEGIC CHALLENGES** and **ACTION PLANS**, and achieve the **AGILITY** to address changing business needs?
- (4) **HOW** do you prepare your **WORKFORCE** for changing **CAPABILITY** and **CAPACITY** needs?
HOW do you manage your **WORKFORCE**, its needs, and your needs to ensure continuity, to prevent **WORKFORCE** reductions, and to minimize the impact of **WORKFORCE** reductions, if they do become necessary?

5.2b. WORKFORCE Climate

- (1) **HOW** do you ensure and improve workplace health, safety, and security?
What are your **PERFORMANCE MEASURES** and improvement **GOALS** for each of these workplace factors?
What are any significant differences in these factors and **PERFORMANCE MEASURES** or targets for different work**place** environments?
- (2) **HOW** do you support your **WORKFORCE** via policies, services, and benefits?
HOW are these tailored to the needs of a diverse **WORKFORCE** and different **WORKFORCE** groups and **SEGMENTS**?

Notes:

N1. "**WORKFORCE CAPABILITY**" refers to your organization's ability to accomplish its work **PROCESSES** through the **KNOWLEDGE**, skills, abilities, and **COMPETENCIES** of its people. **CAPABILITY** may include the ability to build and **SUSTAIN** relationships with your **CUSTOMERS**; to **INNOVATE** and transition to new technologies; to develop new products, services, and work **PROCESSES**; and to meet changing business, market, and regulatory demands. "**WORKFORCE CAPACITY**" refers to your organization's ability to ensure sufficient staffing **LEVELS** to accomplish its work **PROCESSES** and successfully deliver your products and services to your **CUSTOMERS**, including the ability to meet seasonal or varying demand **LEVELS**.

N2. **WORKFORCE CAPABILITY** and **CAPACITY** should consider not only current needs but also future requirements based on your **STRATEGIC OBJECTIVES** and **ACTION PLANS** reported in **Category 2**.

N3. Preparing your **WORKFORCE** for changing **CAPABILITY** and **CAPACITY** needs (**5.2a[4]**) might include training, education, frequent communication, considerations of **WORKFORCE** employment and employability, career counseling, and outplacement and other services.

For additional description of this Item, see [5.2 Workforce Environment Description](#).

2007 Criteria Item Links: [1.1](#) - [1.2](#) - [2.1](#) - [2.2](#) - [3.1](#) - [3.2](#) - [4.1](#) - [4.2](#) - [5.1](#) - [5.2](#) - [6.1](#) - [6.2](#) - [7.1](#) - [7.2](#) - [7.3](#) - [7.4](#) - [7.5](#) - [7.6](#) - [P.1](#) - [P.2](#)

Blue Words above are hyperlinks. Yellow highlight identifies words that are newly added to the 2007 Business and Nonprofit Criteria.

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