

Agenda

9:00 AM - 10:00 AM

Welcome and opening remarks

Plenary

Next Gen 101

Plenary

Orientation to the day

Plenary

10:00 AM - 12:00 PM

Interactive Sessions

Breakout Groups - Workshop Rooms

12:00 PM - 12:50 PM

Lunch

12:50 PM - 1:00 PM

Afternoon Launch

Plenary

1:00 PM - 3:00 PM

Interactive Sessions

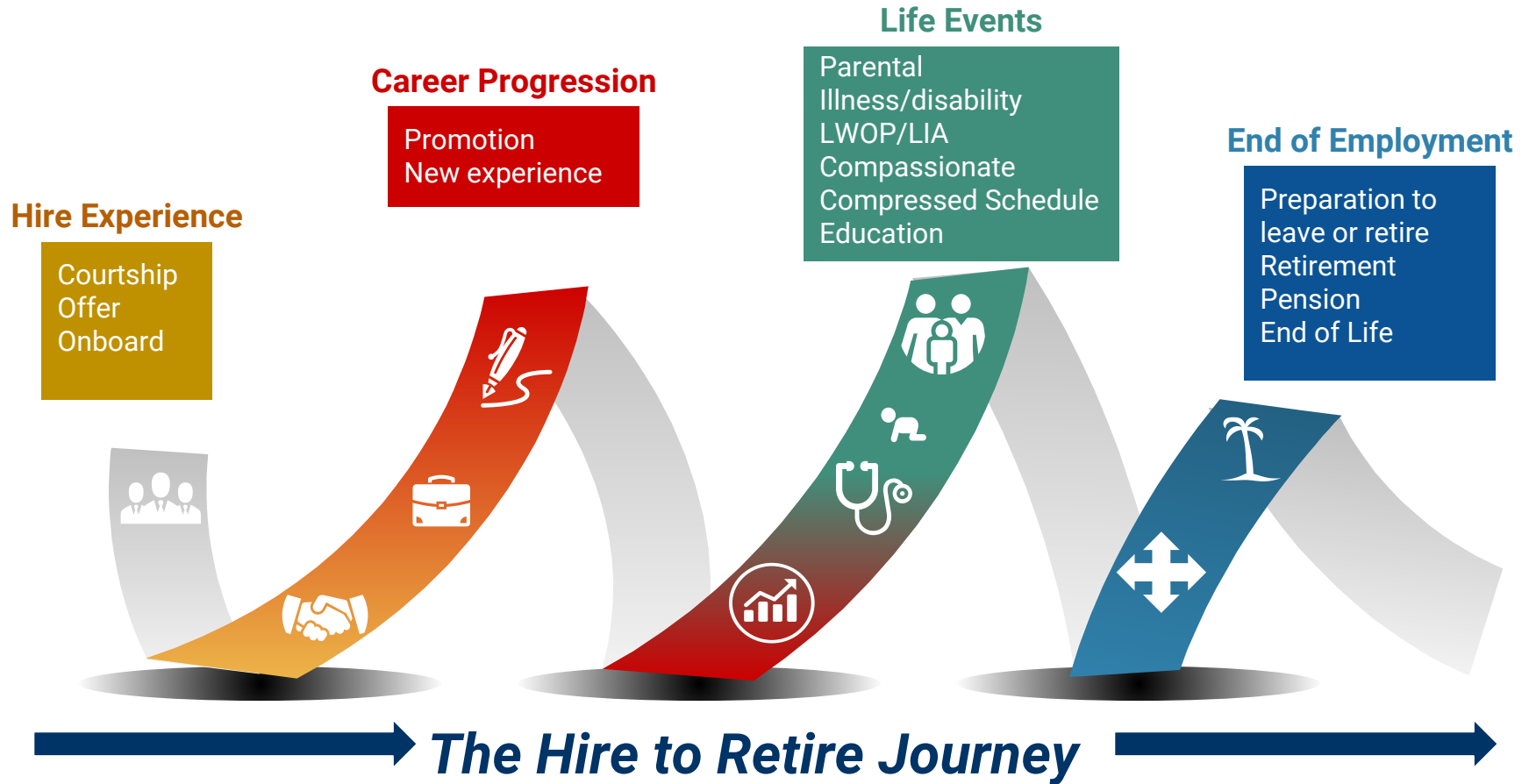
Breakout Groups - Workshop Rooms

3:00 PM - 4:00 PM

What's Next?

Plenary

What will frame our thinking today



Scoping our discussions



We are here to...

- Participate and collaborate
- Be “generative” in our thinking (new ideas)
- Share creative thoughts - think outside the box!
- Inform future direction and identify priorities

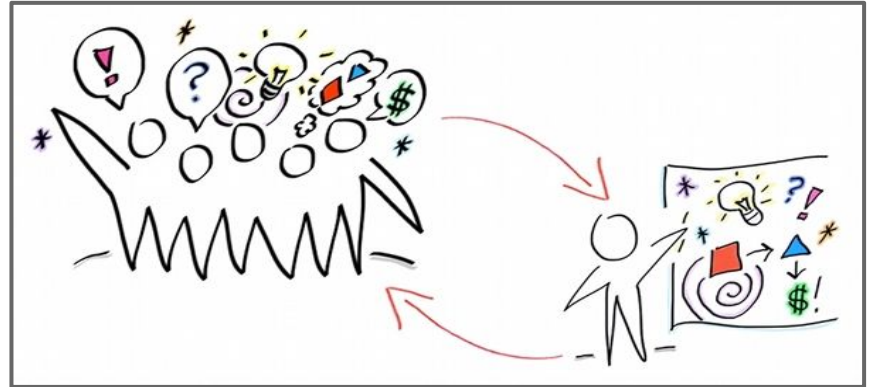
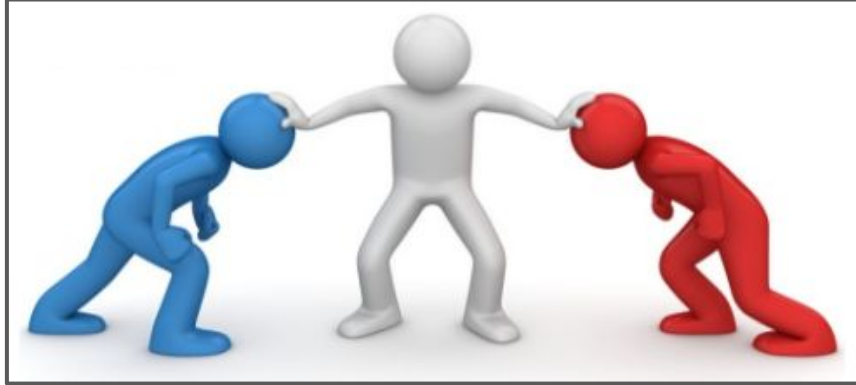


We are not here to...

- Define business requirements
- Do a “deep dive” on any particular solution
- Develop final solutions
- Get too stuck in the current state
- Deliver “perfection”

We want to understand what is important to YOU as the USER to help us move towards a better future state

How you can make the day a success



Now it's time to go to your rooms, please!

Look on your name tag for your group number. This is where you're headed...

Group 1

Discover

Group 2

Prototype

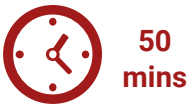
Group 3

Ideate

Group 4

Define

Hire Experience - Task Sheet



Your Scenario:

You are a group of people arriving from "Company X". Based on your previous experience at that company, you feel that the hire experience at the Government of Canada could be improved. So "WHAT IF" you were given the responsibility to present a redesigned experience for the government that incorporated your "better experiences". What would this hire experience look and feel like?



Your Task:

Prepare and pitch to the Dragons. Be sure to consider the end to end cycle (Courtship - Offer - Onboarding) as you're preparing your pitch.

Steps:

1. In your small groups, discuss and identify the core problems you want to address within the hire process **(10 minutes)**
 - a. Consider the areas identified on your Hire Experience Pitch sheet and how you may want to work them into your solution.
2. Prepare a "pitch" for the Dragons that would "make real" your solution. You can use the whiteboard provided to storyboard your pitch **(20 minutes)**
3. Present to the Dragons and prepare to be judged **(15 minutes - 4 minutes per group)**

Hire Experience Pitch Sheet

Thinking about the current hire experience, what core problems do you want to address?

As you think through potential solutions, use the space below to brainstorm how you might address the following elements:



Infrastructure



People



Process



Technology



Privacy



Governance



Geography

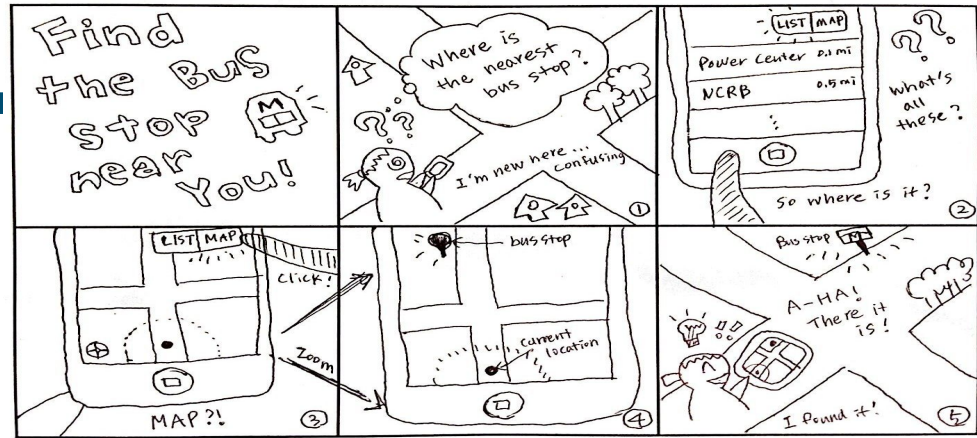
Storyboard

Objective

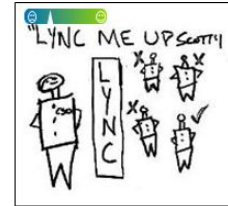
A storyboard illustrates how users connect and interact with an experience. You can use a storyboard to help you visualize how your solution would work.

Guidance

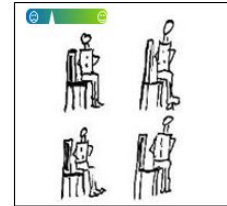
- Sketch out a visual representation of what a user's journey would look like. This could reflect both the process and their experience.
- TIP:** Stick figures are o.k. – you don't need to be Leonardo Da Vinci here, just include enough detail to communicate your vision.



Alex enters a SCC. He is greeted by the welcome agent, who presents Alex with the option to be served virtually. Alex agrees.



Via the Lync chat function, team leaders from the Home Office and the Virtual Office determine that M-F is available to serve virtually.



Alex is directed to the waiting area and takes a seat. In a few short minutes...



...a CSO escorts Alex to virtual Workstation #0. Alex is impressed by the speed of service.



The escort explains how the Workstation works and introduces Alex to Sam, the virtual agent, who is ready to assist.



Sam listens to Alex's question and provides him with all the answers that he needs. Alex can hardly realize that they're in two different cities!

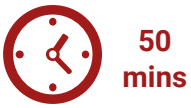


At the end of the exchange, Alex leaves highly satisfied with the speed and quality of the virtual service.



Sam notifies the team the Lync that the encounter has been successfully completed, and that she's available to serve another client.

Life Events - Task Sheet



50
mins



Your Scenario:

It is the year 2021... you are three years into the future after the next generation of HR and Pay has been successfully implemented. The Ottawa Citizen is doing a series of success stories on what's working well.

Your Task:

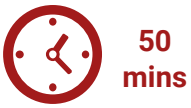
Create a headline for your success story and identify the key themes of the "article". Your article should focus on a meaningful or important life/work event (like parental leave, disability leave, taking time to go back to school, etc.), what's working well and what was done to deliver today's success.



Steps:

1. In your small groups, select the life/work event you want to focus on **(7 minutes)**
2. Draft the headline that will title the article...you can have fun with this! **(15 minutes)**
3. Below the headline, bullet out the theme of each paragraph that would make up the article and add the sub-bullets that describe what was done to have success **(15 minutes)**
4. Share your content with the plenary - just your Headline and key themes **(3 minutes each)**

Career Progression - Task Sheet

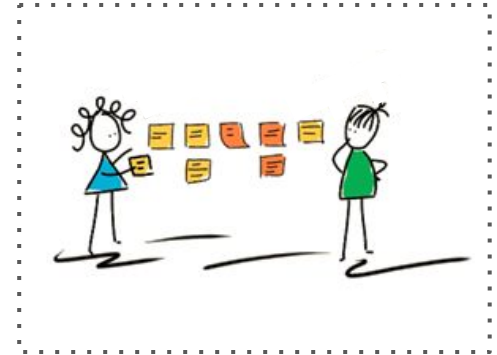


50
mins

Your Task:

Consider elements within the scope of “career progression” - this could include things like promotions, transfers, acting, performance and development, training, etc. Share your thoughts on:

- What aspects of career progression **concern you** the most and why?
- What aspects of career progression **excite you** the most and why?
- What aspect of career progress is **most important to you** and why?



Steps:

1. Spend time on your own - in silence - writing your ideas on the sticky notes provided. Include ONE idea per sticky note **(5 minutes)**
2. When prompted by facilitator, post your sticky notes on any whiteboard you wish. Now you can talk - as you are standing by the whiteboard, chat with your team members, review the ideas posted, start grouping and “stacking” similar ones. Take ownership of what’s on the board **(15 minutes)**
3. When prompted by the facilitator - for the board where you are standing (in smaller groups) - circle your groupings and give them a theme **(15 minutes)**
4. Check on your outliers - there will always be some **(10 minutes)**
5. Take a step back and see if there are any gaps that should be called out **(5 minutes)**

End of Employment - Task Sheet



50
mins

Your Task:

Give consideration to what “end of employment” would look and feel like for a specific “person”. They could be quitting to take a job outside of the public service, retiring, or leaving for any other reason. Put yourself in that person’s shoes and walk through what their experience would look like using the Empathy Map on the whiteboard provided.

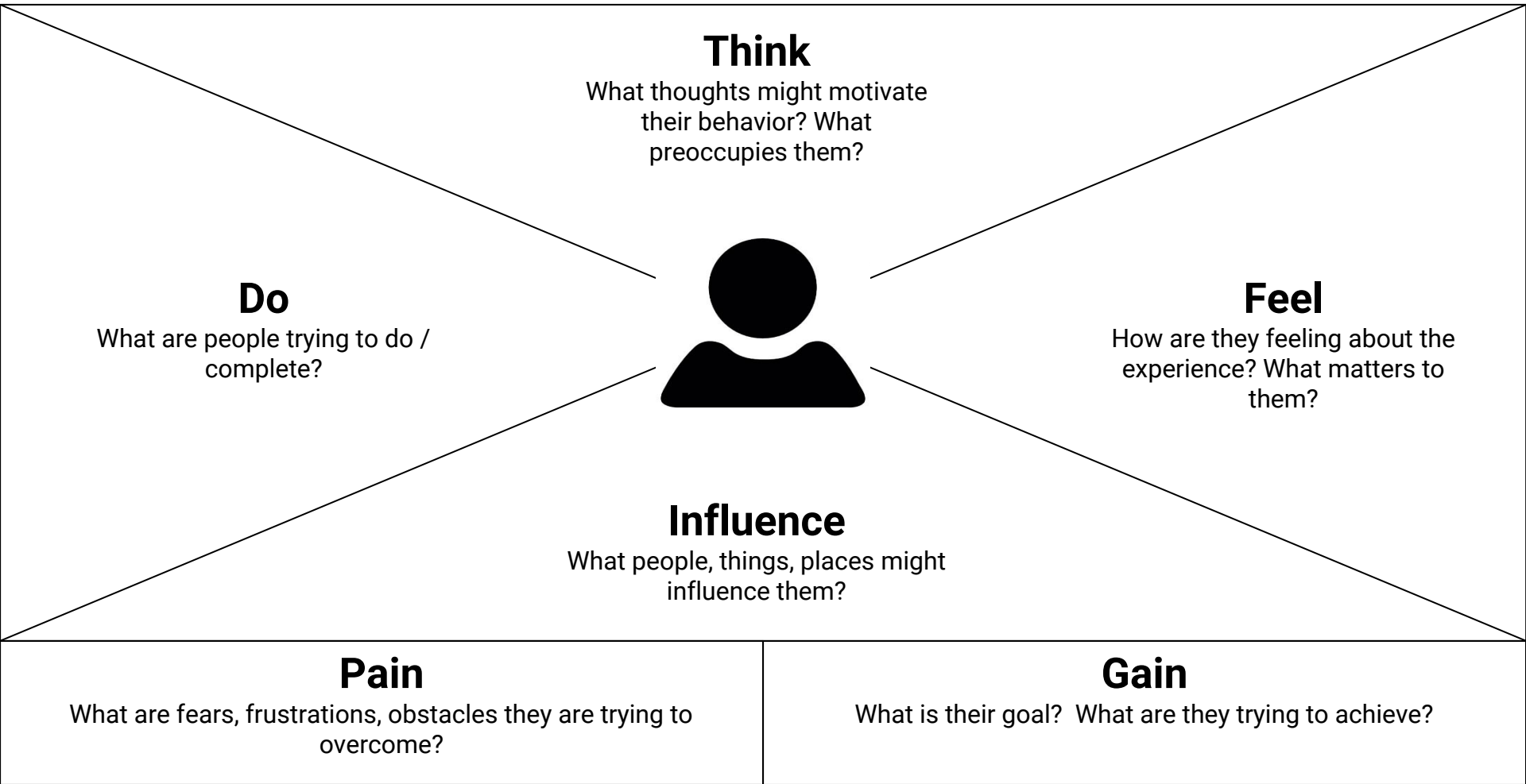


Steps:

1. In your small groups, create a common perception of the person you will keep in mind for throughout this activity **(5 minutes)**
2. Ideate and complete each section of the Empathy Map using sticky notes **(35 minutes)**
3. Reflect on the Map you’ve created - are there any summary "so what's" you think should be highlighted? Capture them on flipchart provided **(10 minutes)**

Once the Map is complete, walk through the room and read the other Maps as you depart for your next session.

Empathy Map



Think

What thoughts might motivate their behavior? What preoccupies them?

Do

What are people trying to do / complete?

Feel

How are they feeling about the experience? What matters to them?

Influence

What people, things, places might influence them?

Pain

What are fears, frustrations, obstacles they are trying to overcome?

Gain

What is their goal? What are they trying to achieve?

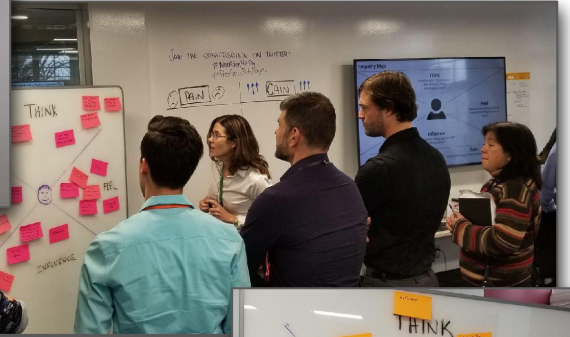
What we've done today...

*Transparency
 Access various
 Video game
 Recruitment Knight
 Play first job
 *Learn how to find a job
 *Learn how to apply jobs
 Skills/requirements
 Future employee



Hiring
 Real-time application status
 Recommend job openings based on interests
 one profile
 Hire security
 Occupation type
 Hiring for Managers by bar raises
 Recommend potential candidates
 - basic screening automated to reduce # of applications to go through

onboarding
 - Personalization
 - one-on-one
 - information available
 - assigned buddy or chat buddy
 First day (system)
 - one profile
 - chat buddy making sure you have everything you need
 - click, chat, call




PAIN
 ☹️ PAIN ☹️
 → Fear of not being to support yourself - those problems
 → Who do I contact - client service
 → Am I well informed
 → Fear of not knowing if I'm paid correctly
 → If I have completed my paperwork correctly

GAIN
 😊 GAIN 😊
 Sense of achievement
 - more free time
 - flexible schedules
 - flexibility of when we put the bus
 - having access to your pay for
 - self service to your bonus & benefit files



What we've heard from you...

**One GoC,
One Employer**

**Don't rush, do
it right**

One system

Transparency

**Put the employee
back in the centre**

**Access to timely
and accurate
info**

Digital First!

**Personalized,
where possible**



**Unique employee
profile that
follows you**

What's next...



Future Engagement

Opportunities to test potential solutions are coming soon



Continue the conversation

Share what you've heard today with your colleagues



Stay connected

Don't be afraid to reach out to us and engage with us online

#NextGenHRPay

#ProGenRHPaye

<https://wiki.gccollab.ca/HRandPayNextGen-ProGenRHetPaye>