OPPD
Omaha Public Power District

Employee Experience at OPPD

Our Journey

Market Trends

Utilities are facing a new era of disruption, marked by efforts to decarbonize the energy grid, changes in consumer behaviors, evolving energy expectations and consumption patterns, and an aging infrastructure and workforce.

While transformations across the industry can pose a major workforce challenge, it is also an opportunity to reimagine the employee experience. According to consulting group West Monroe, **52 percent of utility leaders list employee experience as one of their top priorities.**

Currently, the industry maintains a static public image: **safe and reliable but lacking innovation and slow to adapt.**

In the era of remote work, utilities should build an **up-skilling strategy and ensure employees are constantly learning to meet both energy transition needs and individual development aspirations.**

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Market Trends: Culture

In addition to providing opportunities for development, companies will need to continue to enhance their culture with the following ideas and trends in mind:

1 Organizations are increasingly focusing on the **less-tangible aspects of culture**, while using frequent employee engagement surveys to uncover how employees are feeling.

2 Companies should be proactive in creating **greater transparency** in their communications and adopting new systems and policies to help drive this strategy.

3 For diversity, equity, and inclusion initiatives to be successful, employees must understand that it is everyone's responsibility to **create an inclusive environment**.

4 A **growing gig economy** is providing employees with the flexibility they need, while companies are looking to use more gig workers or contractors over the next three to five years.

5 As more companies and employees embrace a future shaped by remote, hybrid, and flexible work, the three drivers of culture that leaders say are here to stay are: **belonging, psychological safety, and manager empowerment**.

6 The future of employee management will be data-driven. A host of artificial intelligence-powered software and cloud-based tools are increasingly coming into play to help employees with self-assessments and to **provide critical insights** to managers who can take action to improve **employee well-being, engagement, and performance**.

7 In order to retain employees, employers should look at not only what will make them stay, but also **what might make them leave, and address those issues immediately.** This includes a desire for extraordinary paid time off, free/discounted fitness resources, more paid volunteer time, flexible work schedules and locations, and more pay transparency.

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Evolution to Employee Experience

To Early 1900's

Utility

What do employees need to work?

- ✓ Bare bones Tools
- ✓ Desk, chair, phone, computer
- ✓ Employee is a "cog"

1900-1980

Productivity

What do employees need to work better and faster?

- ✓ Slight improvements to get more out of people
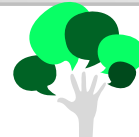- ✓ Employee optimization
- ✓ Repeatable processes

1980 - 2010

Engagement

How can we make employees happy so they perform better?

- ✓ Annual Survey
- ✓ Focus on culture
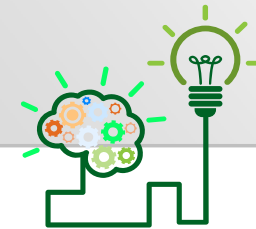- ✓ Acts as adrenaline shot
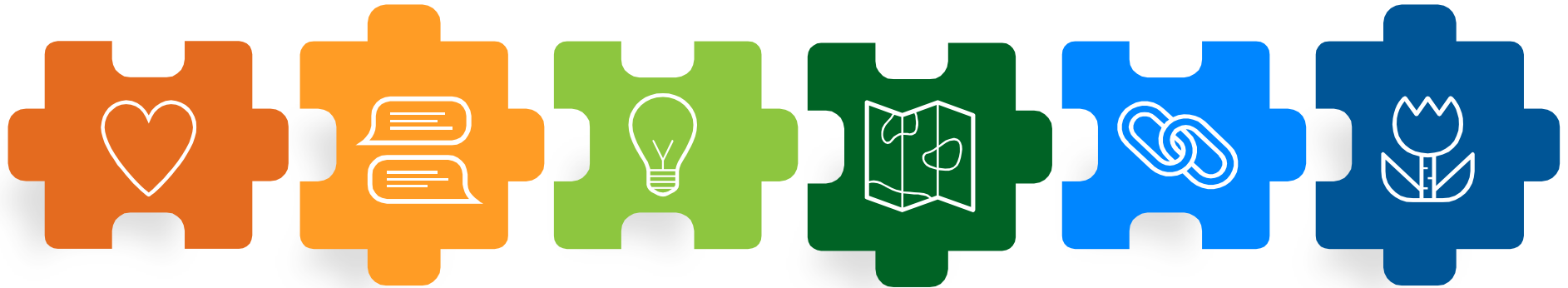- ✓ Company has a mission statement

2010 +

Experience

How can we create a company where people want to show up v. need to show up?

- ✓ Focus on culture, technology and space
- ✓ Purposeful design
- ✓ Long-term approach
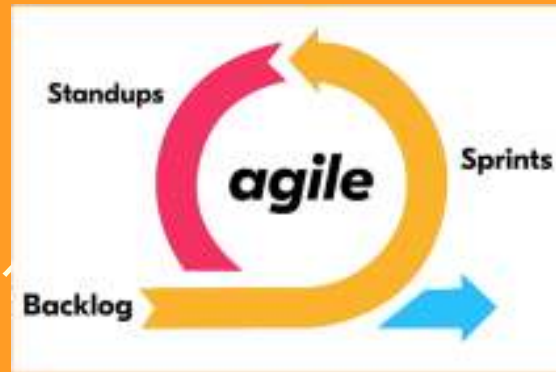- ✓ Company has a reason for being (purpose)

Bersin's The Irresistible Organization: A complete Employee Experience

Pre Employee	Meaningful Work	Active Support	Productive Environment	Growth Opportunity	Trust in leadership	Health and Well Being	Alumni
	✓ Autonomy ✓ Selection to Fit ✓ Small Teams ✓ Time for slack	✓ Clear goal setting ✓ Coaching and feedback ✓ Leadership development ✓ Modern Performance Management.	✓ Flexible work environment ✓ Recognition rich culture ✓ Open flexible work spaces ✓ Inclusive, diverse culture	✓ Facilitated talent mobility ✓ Career growth ✓ Self and formal development ✓ High impact learning culture	✓ Mission and purpose ✓ Investment in people, trust ✓ Transparency & communication ✓ Inspiration	✓ Safety and security ✓ Fitness and health ✓ Financial wellbeing ✓ Psychological wellness and support	

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Workforce Transformation: Journey towards an "Irresistible Organization"

Empathy

SYSTEMS THINKING

Discovery

agile
Standups
Sprints
Backlog

Ideation

Story

DESIGN THINKING
Empathize
Understanding people
Ideate
Generating your ideas
Define
Figuring out the problem
Test
Refining the product
Prototype
Creation and experimentation

Anchored In our Vision

- Cleaner World
- Customer Freedom
- Perfect Power
- Digitally Driven
- Purpose Driven Culture
- Future Ready Posture

Our Initial Roadmap: Emerging Focus Areas

💡	Self-Directed – Continuous – Multi-modal	**Learning Org**
🎯	Persona driven – Inclusion – Feedback Rich	**People First Experiences**
🤍	Autonomy - Decision Making – Recognition Rich	**Employee Empowerment**
⛺	Trust – Transparency - Benefits	**Care for the Whole Person**
🔗	Re-skill/Upskill – Career Journey – Knowledge Mgmt	**Connecting People with Work**

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