



PARTNERSHIP FOR PUBLIC SERVICE

# Extreme Hiring Makeover

## Change Management Lessons

U.S. Office of Personnel Management  
August 13, 2009

## Agenda

- ★ Summary of *Extreme Hiring Makeover*
- ★ Pilot Agency Activities
  - Process redesign at **Federal Student Aid**
  - Marketing and recruiting at the **National Nuclear Security Administration**
  - Assessment and selection at the **Centers for Medicare & Medicaid Services**
- ★ Change Management Lessons



## Extreme Hiring Makeover

**GOAL:** Implement the most effective hiring practices in the federal government

- ★ **3 Pilot Agencies** willing to tackle their hiring issues in public
- ★ **8 partner organizations** willing to donate their products and services
- ★ **12 months** of partnership to demonstrate what's possible



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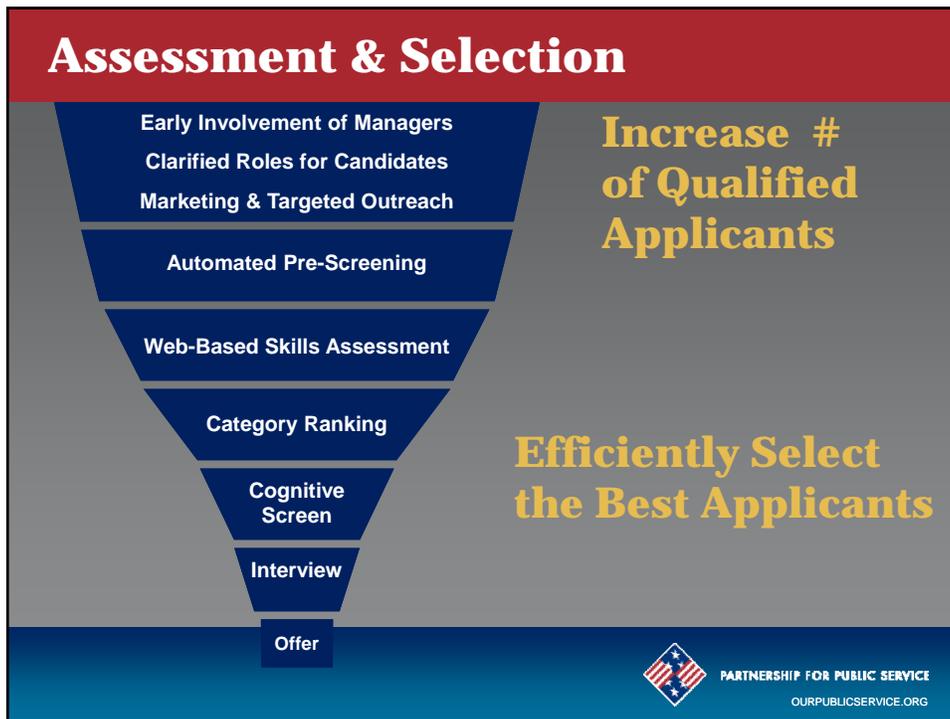
## Pilot Agencies

- ★ **Federal Student Aid**  
Process Redesign (start at the beginning)
- ★ **National Nuclear Security Administration**  
Marketing & Recruiting (sell job opportunities)
- ★ **Centers for Medicare & Medicaid Services**  
Assessment & Selection (focus on quality)



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## Hiring Process Tips

- ★ Mapping the hiring process is a first step – implementing process improvements is the primary goal
- ★ HR must partner with hiring managers
- ★ A job posting is a marketing tool, but recruiting means more than just posting a job

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## Change Management Lessons

- ★ **Change takes time... but it is possible**
- ★ **Top leadership support is a must**
- ★ **Dedicated project resources ensure greater success**
- ★ **Internal communication builds buy-in**
- ★ **Measuring performance promotes accountability, helps institutionalize new practices, and proves the value of change**



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