

A black and white photograph of three women in business attire. They are smiling and looking at a document together. The woman on the left is holding a pen. The woman in the middle is holding the document. The woman on the right is also looking at the document.

DRIVEN BY DUTY FIRST IN RESULTS

HUMAN CAPITAL MANAGEMENT (HCM)

Our Human Capital Management professionals work with organizations to attract, cultivate and retain their most precious resources — their people. Our clients rely on us to plan, prioritize and execute in all aspects of human capital and organizational change management. We pride ourselves on providing solutions that support clients in achieving their strategic objectives.

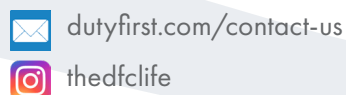
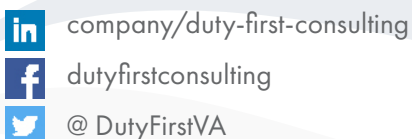
DFC offers a broad range of human capital and change management services to help our clients transform the people-side of their organizations. As part of a full-service consulting firm, our team improves the effectiveness and efficiency of the workforce through management strategies, implementation of workforce transitions, survey implementation, data analysis and learning programs.

We have leveraged our insight and experience to address organizational and staffing challenges for many clients, including the Information Technology workforce, Enterprise Acquisition Systems Service and Senior Executive workforce at the Department of Veterans Affairs (VA).

OUR CAPABILITIES

- Talent management
- Organizational change management
- Training and learning
- Competency modeling and professional development
- Human resource process improvement
- Workforce planning
- Employee onboarding
- Employee engagement
- Succession planning
- HCM project and program management

Connect with DFC



Service-Disabled
Veteran-Owned
Small Business
(SDVOSB)

OUR EXPERIENCE

Training and Development

DFC provides training analysis and competency mapping of learning events for VA's Information Technology workforce. DFC reviews job-specific competency models and maps courses to align to each competency and proficiency level in the models. We also identify and recommend mitigation strategies to resolve workforce development gaps.

HR Process Improvement

DFC supported the Udall Foundation to conduct an organizational assessment with the goal of identifying barriers to staff cohesiveness and continuity of services. Specifically, DFC's human capital professionals assessed the organizational climate, identifying strengths and areas for improvement and developing recommendations to address those improvement areas. DFC also developed an action plan for each recommendation, including the proposed steps for implementation.

Organizational Change Management

DFC supports VA's Information Technology workforce to improve engagement and the employee experience by collecting and analyzing data, developing and conducting data-driven organizational development interventions and providing change management support throughout organizational changes. For this effort, DFC uses a change management methodology that combines Prosci's three-phased approach and the ADKAR Methodology.

Talent Management

For the Department of Housing and Urban Development's (HUD) Office of the Chief Human Capital Officer (OCHCO), DFC developed a workforce plan that included strategies necessary to attract, develop and retain talent. The workforce plan served as a reference tool for managers involved in the workforce planning process, provided tangible and implementable recommendations for the Department and consolidated separate workforce planning activities into a cohesive planning process.

Workforce Planning

DFC conducted a workforce analysis for VHA's Medical Support Assistant (MSA) workforce, created a workforce assessment and developed recommendations to improve job satisfaction and performance. DFC also provided recruitment and retention tools in a resource center and created a communication plan, human resources strategy and implementation plan.

Survey Development and Implementation

DFC directly supports the VA Talent Management Office (TMO) in their Office of Information and Technology (OIT) Customer Service Improvement (CSI) Program to enhance the customer experience. We support functions such as customer service improvement trainings, customer site visits and engagements, data analytics, research and reporting.

THE DFC HCM TEAM

- Views organizational change management as risk management and uses a deliberate approach to facilitate change and garner buy-in from those impacted.
- Supports the employee and customer experience by developing surveys, analyzing data and making data-driven recommendations for improvement.
- Partners with subject matter experts to streamline processes and meet key people-related objectives.
- Employs SPHR- and PMP-certified professionals to assist in executing large-scale HR projects and programs in the most efficient and cost-effective manner.

Partner with us.

We regularly partner with other businesses to offer comprehensive solutions to our clients' important challenges. Our current partners range from some of the largest and prestigious business consulting firms to fellow small, Veteran-owned and disadvantaged businesses. We greatly value our existing teaming partners and welcome the opportunity to work with new businesses. We are capable and experienced in both prime and subcontractor roles.

For inquiries contact us at: kevin.waugh@dutyfirst.com.