
Biographical Sketch

JoAnn A. Haveland, M.S.

Labor Categories: Project Manager, Senior Analyst, Management Analyst, Consultant, and Facilitator

Education: M.S., Organization Development, American University

JoAnn Haveland has over 30 years of experience in all aspects of operational and strategic human capital management. She has worked for Human Technology (HT) for the past 10 years. Ms. Haveland specializes in projects related to strategic human capital planning, organizational assessments, and the design and development of organizational improvement and complex change initiatives, such as competency-based strategic leadership development programs and results-focused performance management systems.

Prior to joining HT, Ms. Haveland spent 25 years working for the Federal Government, leading a variety of human capital and organization development operations aimed at optimizing workforce and organizational performance.

Recent Experience

- Managed the design, development, and delivery of a blended-learning solution focused on developing an internal capacity for workforce and human capital planning in the Office of Environmental Management (EM), Department of Energy. This approach provided a blend between learning the principles of each phase of human capital planning, and applying them directly to the development of EM's strategic human capital plan while concurrently receiving coaching and feedback. This experiential learning approach resulted in the development of both the EM strategic human capital plan and the internal capability to sustain an ongoing human capital planning and assessment process.
- Managed the design, development, and implementation of a results-focused, multi-tiered performance management system for the Farm Service Agency (FSA), an organization of approximately 15,000 employees nationwide. This multifaceted project began with a series of facilitated Human Capital Council meetings to create a shared understanding of agency performance management needs, their link to strategic goals, project direction with respect to FSA performance management, and the charter for a cross-cutting Performance Management Task Force. Facilitated task force meetings and provided expert guidance in the design of a new performance management system. Managed the schedule-responsive system development process and additional related tasks. Key project components included:
 - Development, implementation, and analysis of a web-based survey to evaluate FSA's performance culture.
 - Design, development, and delivery of training to managers on how to align performance plans with agency mission, goals, and outcomes.
 - Design and development of a new multi-tiered performance appraisal and awards process.
 - Design and development of an implementation strategy that included change management, communications strategy, and learning aids and performance-support tools (i.e., classroom-based and web-cast briefings for all employees, and web-based performance management support tools for managers).
- Managed the design, development, and delivery of a Category Rating workshop for the Office of Personnel Management. The workshop was designed to create awareness about and provide an opportunity to apply this prominent new hiring flexibility, as well as to create more interest in its use. The two pilot tests for the workshop yielded average evaluation ratings of 4.5 on a 5-point scale.

Recent Experience (Continued)

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- Managed the design and development of a new enterprise-wide talent management system for the International Finance Corporation, a member of the World Bank Group. This system included career paths for major occupational areas, grade-level descriptions, promotional criteria, and professional development strategies. The new talent management system met the performance standards identified for the project and resulted in a more transparent system for selection, promotion, and development; better alignment with human capital strategies; and more integration with other human capital system components.
- Managed the design, development, and delivery of a mission-critical leadership development program for FSA Farm Loan Program Chiefs, who are responsible for the delivery of direct and guaranteed loan programs throughout the Nation. HT designed, developed, and delivered instructional materials for each phase of the 2-year development program: classroom-based mentoring training (for both mentors and mentees) augmented with a Mentoring Toolkit, and classroom-based management training. Subsequent evaluation of the program indicated that it exceeded expectations by reducing the loss of efficiency and consistency typically experienced during transition periods to new leadership, by assisting new Chiefs in more quickly reaching their professional potential, and by providing the best vehicle for transmitting the “credit culture” to new chiefs.
- Managed and served as lead consultant in developing a report for the Federal Aviation Administration that laid the foundation for implementing personnel reform within the Human Resources Organization. The resulting report outlined the key shifts required of human resources professionals and the organizational components required to create and reinforce those shifts.
- Managed the design, development, and implementation of a transition management strategy for the Defense Information Systems Agency in preparation for an agencywide consolidation and restructuring of its regional processing centers, a change that impacted more than 6,000 employees nationwide. Designed and delivered the training of facilitator teams to deliver transition training and to work with regional office directors and their management staffs in developing strategies to minimize the impact of this change on the workforce. Evaluations for the entire effort were overwhelmingly positive.