



Human Resources (HR) Operations Report

Chuck Manning

Vice President of Human Resources and
Chief Compliance Officer

H.R. & Governance Committee Meeting

August 15, 2011

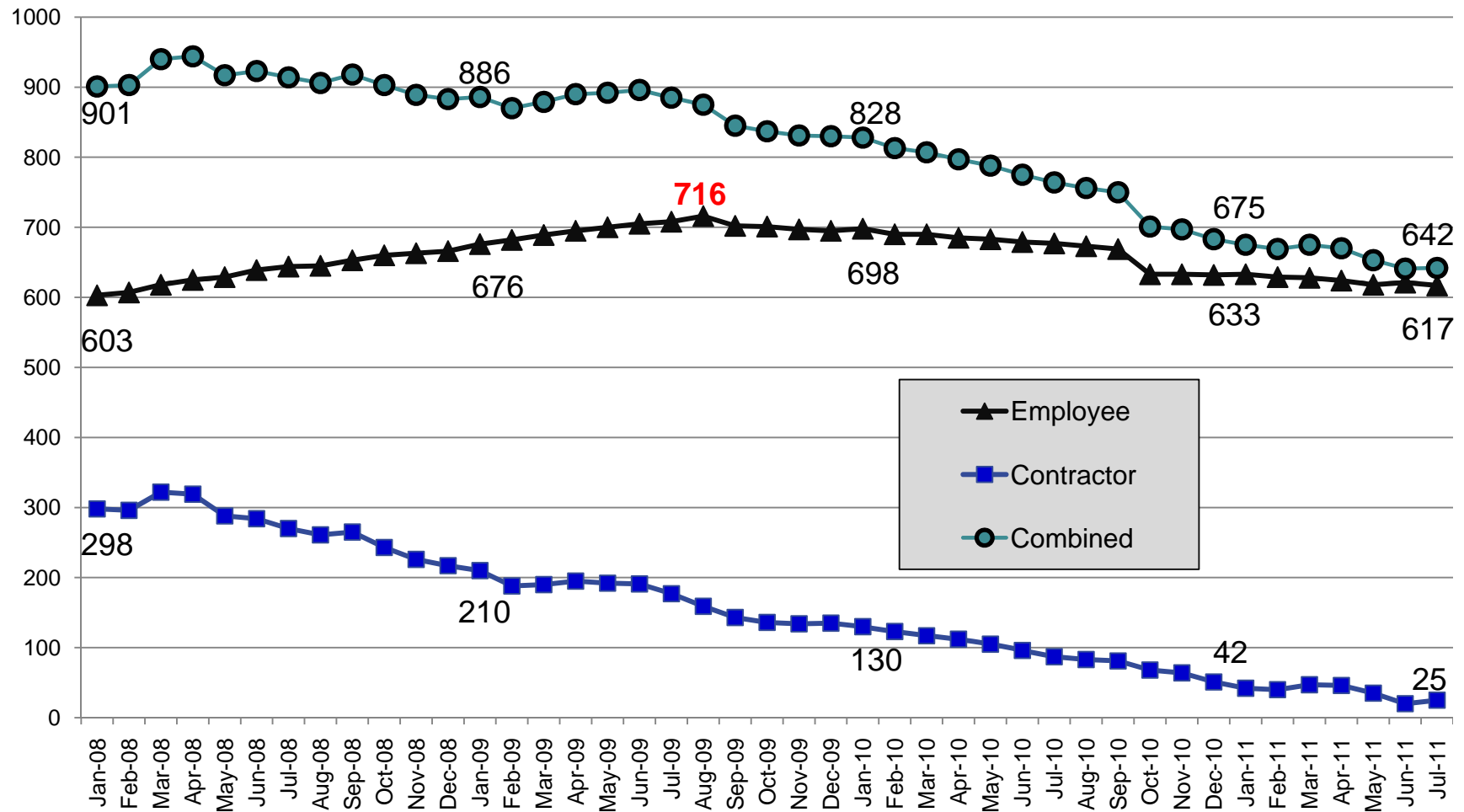
HR OPERATIONS REPORT

Agenda

- Staffing Overview
- Performance Management
- Employee Development
- Wellness and Benefits

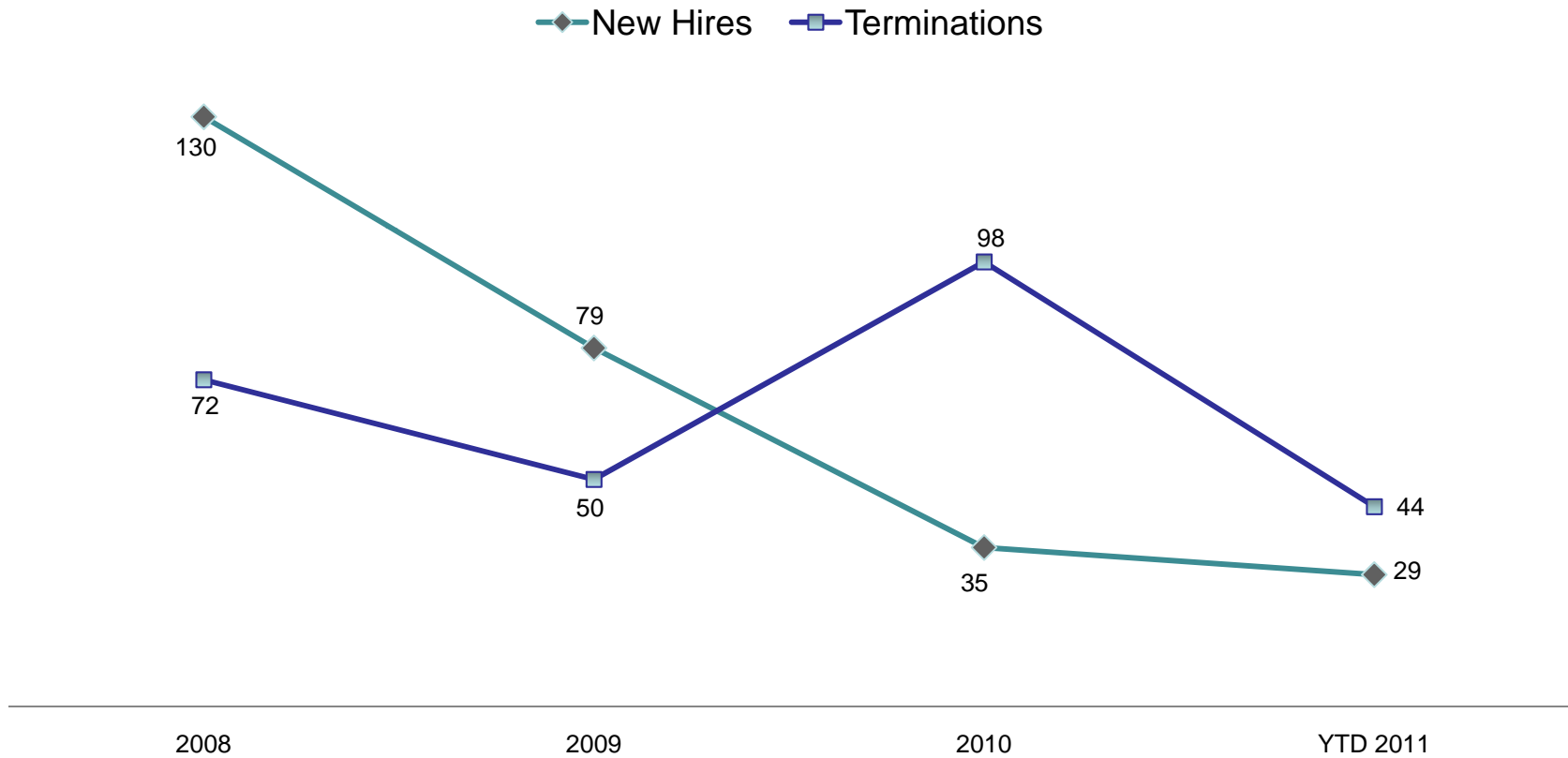
HR OPERATIONS REPORT

ERCOT Headcount, January 2008 – July 2011



HR OPERATIONS REPORT

ERCOT Employment Trend Analysis, Jan 2008 – July 2011



HR OPERATIONS REPORT

ERCOT YTD 2011 Attrition

- Total Attrition Rate: 7.0%
- Voluntary Attrition Rate: 5.6%
- Top Talent Attrition Rate: 0.16%

- YTD 2011 – 44 Employees
 - 35 Voluntary
 - 09 Involuntary

- Voluntary Reasons:
 - 25 Promotional Opportunity
 - 06 Family
 - 01 Retirement
 - 03 Personal

- 1 Key Talent termination in July 2011

HR OPERATIONS REPORT

Performance Management

- Mid-Year Performance Reviews:
 - Congratulations to ERCOT Managers and employees - 608 reviews in process

ERCOT is focusing on ALL levels of Employee Development

- Management/Leadership Programs
- SkillSoft E-Learning Metrics
- Presentation Skills Training
- Interpersonal Communication
- Cognos Training
- Harassment Prevention Training

HR OPERATIONS REPORT

Management Leadership Program 1

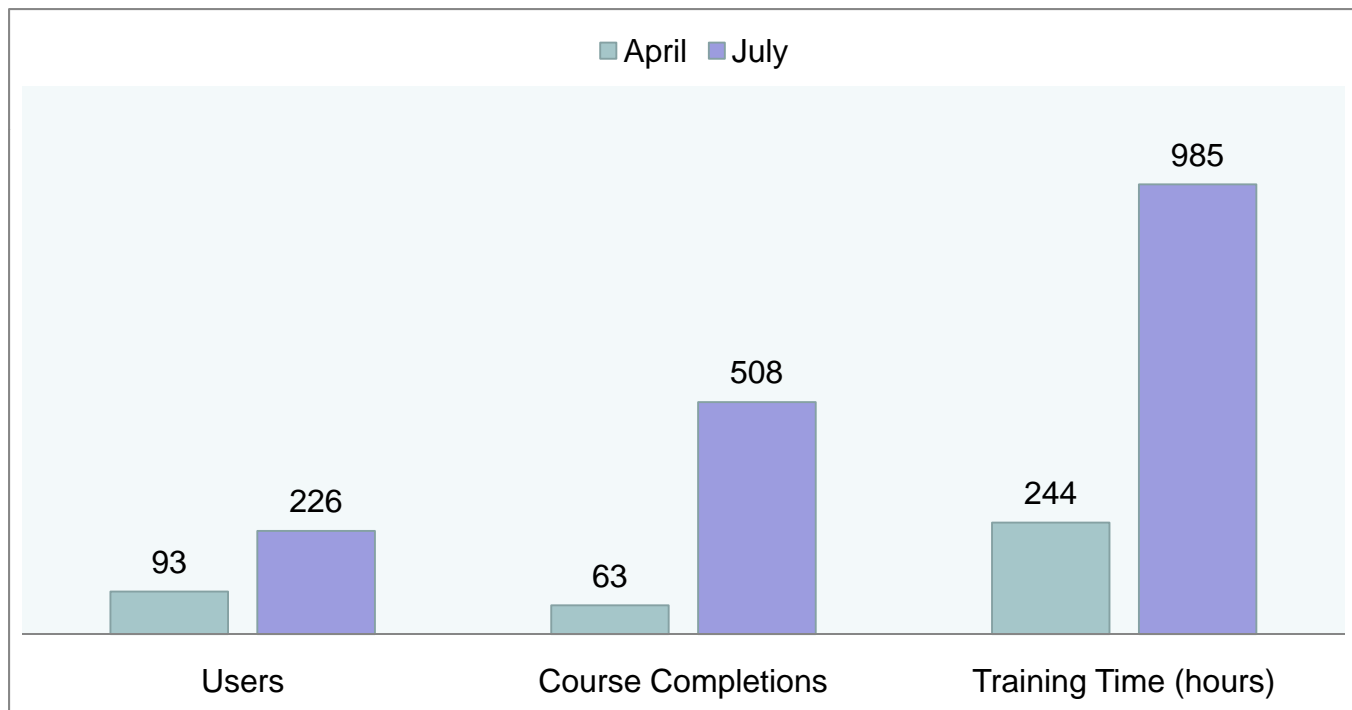
- 28 supervisors/managers participating, completion in August
- Feedback from participants has been very positive

Management Leadership Program 2

- 20 supervisors/managers participating
 - August: Communication & Negotiation Skills
 - September: Collaborative Relationships, Fostering Success, Risk Management
 - October: Strategic Planning, Managing Innovation
- Upon completion, participants will receive a Management Certificate from the University of Texas Center for Lifelong Engineering Education (continuing education credits will be available)

SkillSoft Courseware Program Impact and Usage Metrics

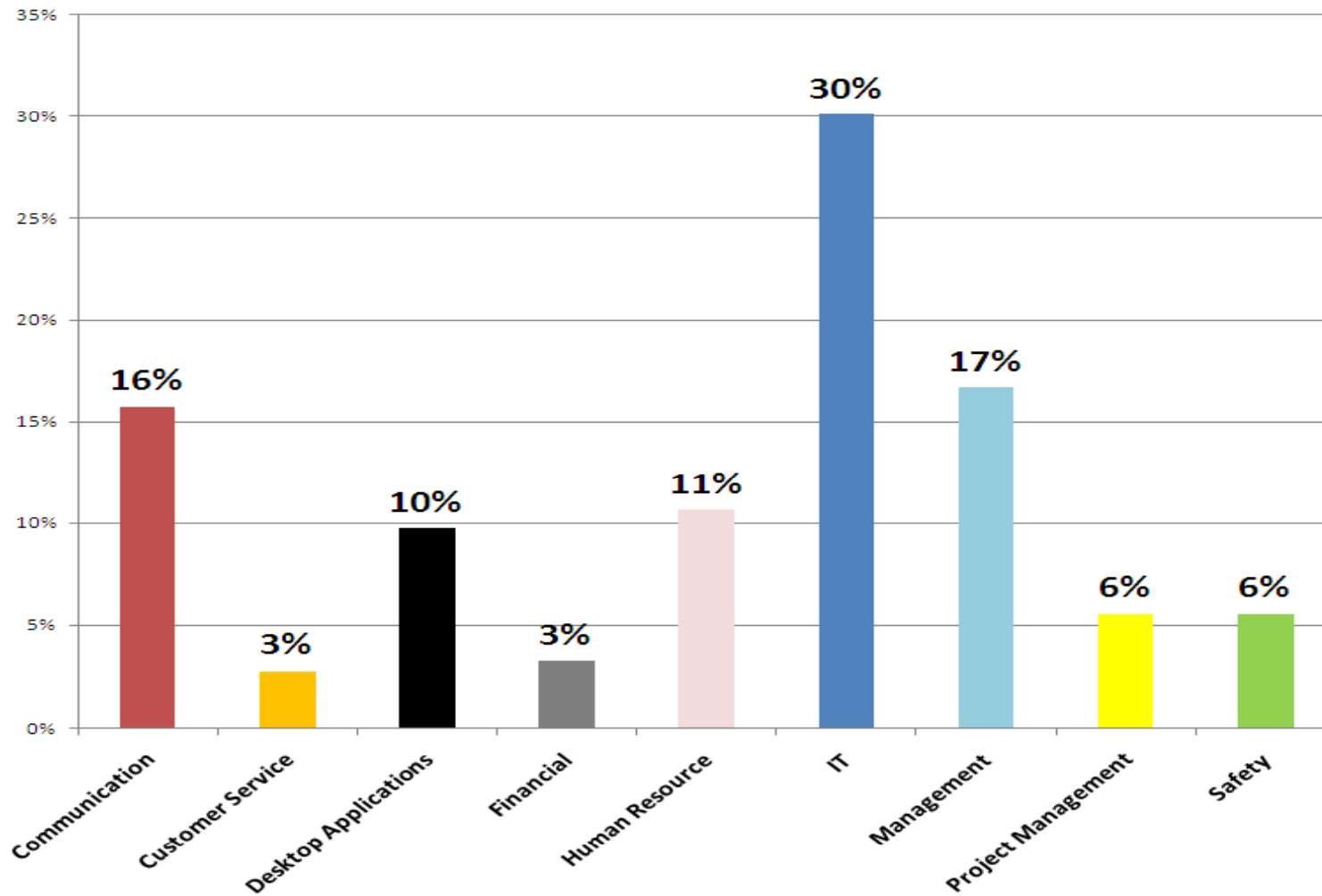
- High level of employee participation
- Incorporated into Success Factor goals to develop Core Competencies
- Estimated \$130k hard cost savings for comparable classroom training*



* 985 hours e-learning completed, equivalent 246 classroom days @ \$500 per day = \$132,125 savings

HR OPERATIONS REPORT

SkillSoft E-Learning Course Category Utilization



HR OPERATIONS REPORT

Presentation Skills

- Training courses offered from the University of Texas Center for Lifelong Engineering Education
- Several managers/directors will complete Presentation Skills Training
- ERCOT Executive Team will complete Executive Presentation Skills Training

Interpersonal Communications

- Training courses offered from SkillSoft E-Learning
- ERCOT Management Team (supervisors/managers/directors/executives) will complete Targeting your Message and Listening Essentials

HR OPERATIONS REPORT

Cognos

- Cognos is a self service reporting tool used to author reports on data contained in the Enterprise Data Warehouse
- Training was delivered mid-July to 12 staff members from 8 departments

Preventing Workplace Harassment

- All ERCOT staff members assigned a SkillSoft E-learning course: “Harassment in the Workplace” to be completed by August 31, 2011
- Management team will have additional on-site training

HR OPERATIONS REPORT

Wellness / Benefits

- Employee 401k meetings were held the week of July 11, 2011 to inform them of the Fidelity platform change effective August 1, 2011
- Benefits Committee Meeting July 14, 2011
 - Reviewed 401(k) Audit report submitted by Maxwell Locke & Ritter
 - Airrosti Musculoskeletal Treatment Outcome results for ERCOT plan members through 1st Quarter 2011