

# Human Resource Focus

The Human Resource Focus category examines how the organization motivates and enables employees to develop and utilize their full potential in alignment with the organization's overall objectives and action plans. Also examined are the organization's efforts to build and maintain a work environment and an employee support climate conducive to performance excellence and to personal and organizational growth.

# Second Self-Assessment

## Findings - Human Resource Management

### Strengths

- + Patent examiners and trademark examining attorneys have a clearly defined career progression path.
- + There are clearly articulated performance standards in place.
- + Substantial resources are allocated to training and development activities each year.
- + There are procedures in place to provide business units specific training.
- + Employee satisfaction is regularly assessed and the results are used to drive organizational change.
- + Many programs and benefits are in place to enhance employee well being.

# Second Self-Assessment

## Findings - Human Resource Management (Con't.)

### Opportunities for Improvement

- There is no systematic process in place to identify training needs of individual employees based on a skills assessment.
- Employee training and career development is de-emphasized following initial skills training.