



United State Patent and Trademark Office

Strategic Human Capital Plan Overview



USPTO Mission

Fostering innovation, competitiveness, and economic growth, domestically and abroad by delivering high quality and timely examination of patent and trademark applications, guiding domestic and international intellectual property policy, and delivering intellectual property information and education worldwide, with a highly skilled, diverse workforce.

USPTO Vision

Leading the Nation and the World in Intellectual Property and Protection and Policy.

Human Capital Vision

Recruit, develop and retain a high-performing, highly skilled, diverse workforce necessary for mission success, and to foster the next generation of USPTO employees and leaders.

Strategic Human Capital Goal: Talent Management (Goal I)

Recruit, hire, develop, and retain a diverse, highly skilled workforce, capable of providing excellent service to our internal and external stakeholders in order to enable the USPTO to carry out its mission.

- Develop and implement Patent Hiring Plan that focuses on experienced examiners and intellectual property professionals
- Expand outreach efforts
- Provide support to the USPTO's nationwide workforce initiatives
- Streamline the recruiting and hiring process and transform it into a strategic, proactive process
- Improve and enhance career development, mentoring, and training opportunities
- Enhance relationships and communication between labor and management
- Increase Business Unit employee participation rate in feedback opportunities such as the exit survey, annual employee survey, and focus groups
- Conduct analysis of employee feedback and develop strategies to address areas of opportunity
- Manage and control attrition by developing best practices and retention strategies

Results-Oriented Performance Culture (Goal II)

Implement a performance management system that effectively: a) plans, monitors, develops, rates, and rewards employee performance and links to organizational goals; and b) provides outstanding customer service to internal and external stakeholders.

- Improve the performance management and reward system to strengthen and clarify performance expectations aligning with organizational goals
- Ensure more results oriented measures are incorporated into SES PAPs
- Define clear measurable objectives that will be universally applied during the performance appraisal process
- Coordinate with business units to align their individual plans and identify clear measures
- Promote cooperation among employees, unions and managers through the Labor Management Council (LMC)
- Identify agency best practices for improving employee retention to be applied throughout all business units
- Consistently share best practices at monthly HCC meetings
- Provide feedback channel to employees
- Leverage Director's Blog, USPTO Facebook® Page, launch and maintain Twitter®, and Noon Forum

Leadership and Knowledge Management (Goal III)

Ensure that leaders and managers effectively manage people, maintain continuity of leadership, sustain a learning environment, and provide a means to share critical knowledge.

- Assess current and projected gaps in leadership and management competencies
- Design and implement leadership and management development strategies to close critical competency gaps
- Support human capital efforts in designing and implementing knowledge management strategies
- Establish a program to recognize supervisors who demonstrate great leadership in action