Ready to Work (RTW) WebEx:

Strategies for Employer Engagement and Tracking Participants through Grantees' Business Services

May 24, 2018
3:00-4:00pm EST.
Today’s Presenter

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Welcome

Adopting a “Demand Driven Mindset”

Working with your Employer Partners to Keep Your Program Current to Today’s Industry Skill Needs

Tracking and Retention Strategies

Maintaining Strong Business Relationships
adjective: demand-driven
“caused or determined by demand from consumers or clients”
or
demand-driven
ADJECTIVE
Economics
Motivated or caused by economic demand.
The Professional Business Services Consultant

- Use Business Language
- Communicate Effectively
- Be Professional
- Establish a Single Point of Contact
BUSINESS FRIENDLY LANGUAGE

Try to Avoid

- Acronyms
- Industry-specific terminology
- Program-centric language
- Rule and/or eligibility-focused
- Negative script – what we can’t do

“Workforce Development Speak”

- Career services jargon
- Generalizations or descriptions of populations you serve
- Implementing bureaucratic barriers
- Thinking about referrals from a perspective of quotas or placement goals

Polling Question

Please Type in the Chat Box

With your employer partners, does your business service team periodically review or modify competency models for your selected occupations within your local and regional industry sectors?
Key Strategies to Confirm That Your Programs are continually Aligning With Current Industry Skill Needs

- Are the skills still critical for the occupation and are there continued job vacancies?
- Does the progression of courses and learning experience continue to match learning on the job and make sense within the industry?
- Do the learning labs continue to match equipment and processes within the industry?
- Are the credentials and certificates accurate and reflective of industry standards?
• What are techniques that you utilize to assist with retention utilizing your business customers?
- How are things? Be responsive
- Check results (ongoing), includes data collection
- Assess employer satisfaction
- Inquire about future needs
- Build and maintain relationship
Who do you follow up with?

- Participants
- Friends and Family
- Employers
- Educators
- Parole/Probation
How do you follow up?

- In Person - Phone
- Mail - Email
- Alternative Contacts
- Social Media
Maintaining Strong Relationships

- Acceptance
- Warmth & Genuineness
- Respect
- Trust
- Empathy
- Understanding
What Customers Need
Providing Unbelievable Customer Service
Questions?
H-1B Ready to Work

Community of Practice

WorkforceGPS site for Ready to Work

- [https://h1breadytowork.workforcegps.org/](https://h1breadytowork.workforcegps.org/)

- Look out for Featured grantees on our Blogs, Discussions and Announcement posts.

- Subscribe to receive E-Alerts when new resources are available to grantees

Upcoming Technical Assistance

- Grantee Presentations (June 2018)
Sign Up for the RTW Weekly Updates
Thank you for participating in the **H-1B All Group Coaching Strategies for Employer Engagement and Tracking Participants through Grantees' Business Services** WebEx!

- Following this WebEx a brief feedback tool will pop up. Please take a minute to complete this brief feedback tool regarding the WebEx today March 24, 2018.

- The input you provide will help us better the delivery of future webinars and create technical assistance meaningful for your work.
TECHNICAL ASSISTANCE REQUEST:
CONTACT YOUR TA COACH!

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