**Workforce 3One**

**Transcript of Podcast**

**Talent Development**

**How Do You Support Your Own Staff's Talent Development**

*Transcript by*

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DAVID HUNN: The Northern Virginia Workforce Development Board has worked to be a leader in emphasizing the importance of quality-based certifications, both for the certification of our one-stop employment centers and also, for our frontline staff certifications and that has really been driven by the philosophy of our board being able to show and to prove that we're a quality-driven, local workforce system and that we will measure quality and that we will work to improve quality throughout the course of a particular time period.

KRIS STADELMAN: Well, in our area, we give a lot of tours in part, because we participate in the California Workforce Association, the National Association of Workforce Boards and the U.S. Conference of Mayors. So we know workforce people from around the country and we have a rather unique model and a rather unique economy. So a lot of workforce boards from Washington State, Colorado, Texas, Florida have sent people to NOVA to spend a couple of days with staff, to tour, to see what it's like to be a customer and to learn about our model.

And every one of those tours -- we've actually even had people from South Korea tour our facility. We learn a lot from them, about how they operate, about the expertise they have with their particular customer base and we constantly refine and make improvements based on what we hear from those other workforce professionals in other areas.

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