

VERMONT
TECH

*Working with
Business and Industry
in Vermont*



“The illiterate of the 21st Century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

-Alvin Toffler



AGENDA

- What We Do....**
- Training Mix**
- Clients**
- The Process**



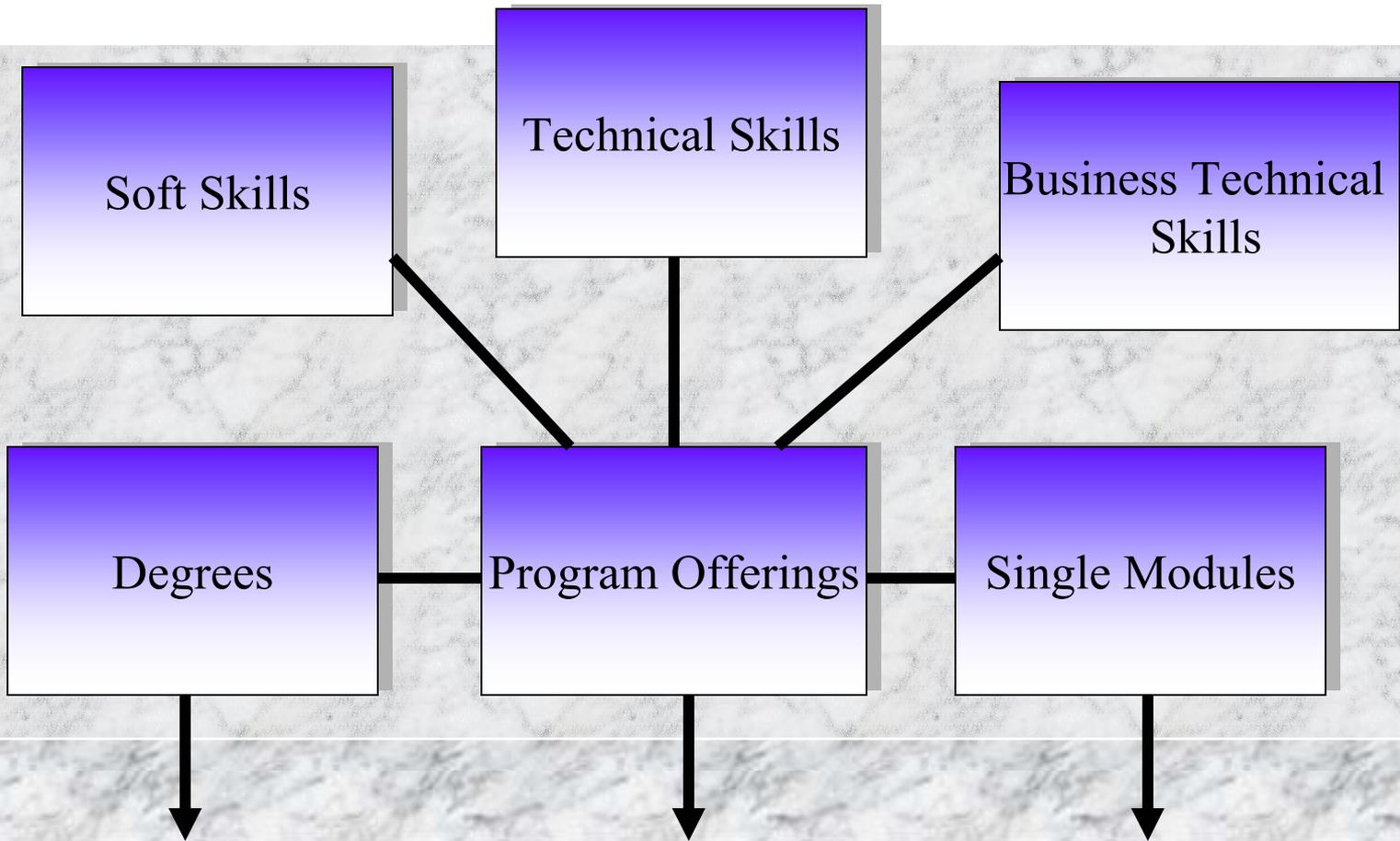
What We Do...

**Technology Extension Division
(TED)**

Designs and Delivers

Workforce Education and Training

TED Education and Training



TED Education and Training Mix

Degrees

Associates Degrees:

- ⦿ Business Technology & Management
- ⦿ Electrical Engineering Technology
- ⦿ General Engineering Technology
- ⦿ Telecommunications Technology

Bachelor's Degree:

- ⦿ Management of Technology

Program Offerings

Programs:

- ⦿ Apprenticeship
 - Electrical
 - Plumbing
- ⦿ Leadership
 - Supervisory or Management
 - Pinnacle Leadership Series
- ⦿ Customer Service
 - Connecting with Customers
 - Guiding Customer Conversation
- ⦿ Primary Service Contracts
 - Customer Content
 - Customer Curriculum
 - Vermont Mentor Program

Other Programs

- Needs Assessment
- Training Administration
- Education & Training Evaluation Services

Single Modules

Single Modules:

- ⦿ Over 300 Offerings
- Examples:
 - Technical Writing
 - Dimensions & Tolerances
- ⦿ Clinical Programs
- ⦿ Custom Modules from existing content
- ⦿ Custom Modules to the clients specifications

TED's Operational Modes

Six Primary Modes of Operation

Regional
Training
Centers

(RTC)

Resident
Customer-
Site
Centers

(RCC)

Daily
Training
Programs

(DTP)

Public
Training
Programs

(PTP)

Primary
Service
Contracts

(PSC)

Education
-To-Go

(ETG)
on-line



TED's Clients

Individuals:

A wide variety in degree and non-degree programs

Corporations:

General Electric -- General Dynamics -- Husky --
Verizon -- BF Goodrich -- EHV-Weidmann
Industries -- Fairbanks Scales -- Central Vermont
Medical Center -- Blue Cross/Blue Shield --
Dufresne-Henry -- Northern Power Systems -- Ben &
Jerry's Hallam Associates -- many others



What we Do...

The Rationale

- To provide employees with skills to be successful in their jobs.
- To strengthen the organization through development of informed, flexible, and team-oriented employees.
- To foster a culture of continuous learning, and responsibility by identifying and providing opportunities to acquire and maintain world-class skills.
- To clarify the connection between training and job function.
- To support employee recruitment and retention.
- To provide a proactive, focused and efficient allocation of training resources.



Phase I-The Procedure

- Identification of an internal steering committee of key stakeholders.
- Work with the committee to develop research tools and questionnaires, manage expectations and approve methodology.
- Conduct assessment via personal interviews, focus groups, and questionnaires.
- Review demographic and statistical data.
- Look outside of the organization, and the College, to identify best practices and models.
- Compile and synthesize results.



Needs Assessment

- Needs Assessment included all business
- Three elements of the Needs Assessment:
 - Gather information
 - Create 12-18 month costed plan
 - Define a schedule
- Encompass Business Strategic Plan Initiatives
- Addresses needs, satisfaction, culture and climate
because organizational outcomes are tied to satisfaction
with work environment



METHODOLOGY

- Executive Interviews**
- Key Manager Interviews**
- Cross-Functional Focus Groups**
- Confidential, employee-wide survey**



Outcomes....

- Gain better understanding of how organization can better serve internal customers
- Discover what people are dissatisfied and satisfied with to better address spoken and unspoken “needs”
- Process will assist the organization in establishing training/ development priorities
- To significantly impact employee professional growth and continuous improvement



TOP “10” TRAINING CATEGORIES

Category	Grand Total Ranking	FG Ranking	Interview Ranking	Survey Ranking
Communication Skills	1	1	3	1 & 6
Time Management	2	2	4	10
Team Work/Team Building	3	3	9	4
Computer Skills	4	4	5	NR
Conflict Resolution	5	5	6	NR
Knowledge of Other Depts.	6	6	NR	NR
Supervisory Skills	7	16	1	7
Leadership/Management Skills	8	17	2	5
Customer Service	9	7	NR	NR
Stress Management	10	8	NR	NR



Delivery Methodology	Ranking
Workshops	3.4
Instructor-Led Classes	3.2
Video, Interactive, TV	2.6
Self-Directed Workbooks	2.6
On-line (Web-based, other elec. media)	2.5



Phase II – Deliverable

- The Technology Extension Division provides a long-term, comprehensive training plan, which details the current scenario, and outlines a plan of action.
- The plan outlines education and training based on a structured needs analysis.
- The plan identifies competencies and skills required for optimum individual performance, and team success, both technical and professional.
- The plan includes timeline, cost estimates, recommendations on methodology, and resources.
- The plan is linked to the goals, objectives, and direction of the organization.

Phase III - ETS

The Technology Extension Division will provide an organization with an Education Training Specialist to act as a single and consistent point of contact for training needs.

The ETS will:

- Identify and secure quality service providers: schedule classes, handle logistics, evaluate effectiveness, and maintain records.**
- Identify cost-efficient, and effective methods of delivery (e.g. online, interactive television, self-paced).**
- Facilitate internal knowledge transfer: institute “train the trainer”, structured on-the-job training, orientation.**
- Assist in developing “Education & Training Plans” for each individual: document history, and link plan for the future to job description and career ladder.**
- Keep training as a priority within the organization: form a deep understanding of the culture and values of the industry.**
- Take advantage of low cost, high quality training opportunities where the College has prearranged agreements/partnerships.**

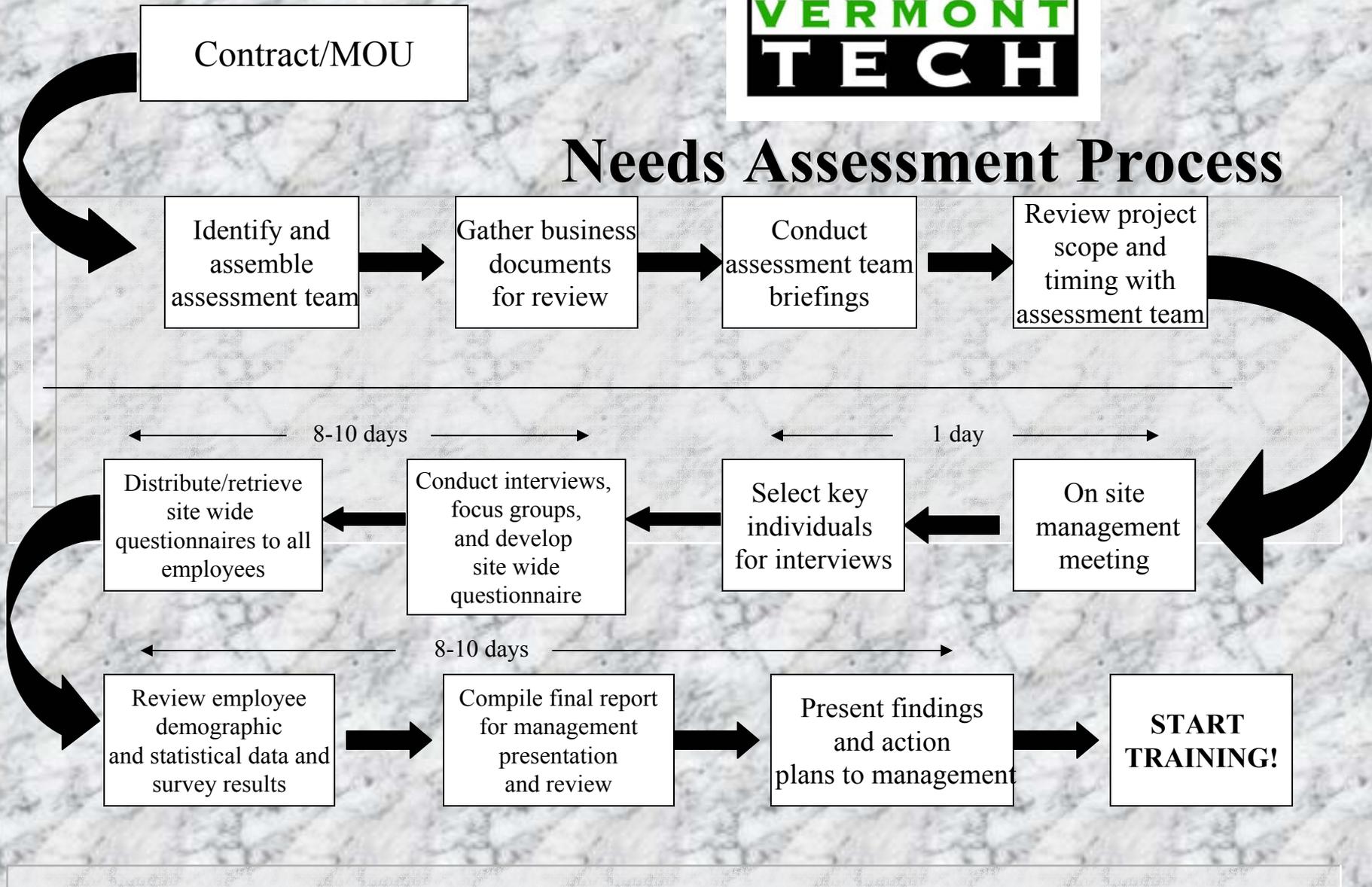


Phase IV - TRAC

- ❑ Form company-wide Training Resource Advisory Council (TRAC) that will oversee all training activities within the facility and should contain significant cross-functional representation from all levels within the organization**
- ❑ Through TRAC, take action on “Top 10” Training Needs**
- ❑ The Director of the Technology Extension Division at Vermont Tech is also an ex-officio member of this group.**
- ❑ TRAC will regularly reports to the Senior Management team to review progress, recommendations and feedback.**



Needs Assessment Process





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