

## **Narrative Number Five**

### **Soft Skills Program**

Discuss your community program or programs to address work ethic/soft skills development and credentialing for both the secondary school and post-secondary adult populations. The programs must meet the following minimum standards:

- Provide evidence of employer engagement in the program development process, including representation of the county's most prolific businesses and industries,
- Provide evidence that employers recognize achievement of work ethic or soft skills credential in their hiring/advancement processes,
- Programs must include measurable goals for annual improvement in the raw number and percentage of workforce credentialed,
- Plans must include a strategy to assure employers of the sustainability of the programs, and
- Programs must address, at a minimum, the following topical areas:
  - Attendance/punctuality,
  - Communication
  - Teamwork
  - Leadership
  - Critical Thinking

**Narrative 5: Soft Skills Program:**

***Provide evidence of employer engagement in the program development process, including representation of the county's most prolific businesses and industries.***

Somerset Community College (SCC) Workforce Solutions Department is dedicated to providing customized training to business and industry in Pulaski County in the following areas: soft skills including team leader and team member skills, customer service skills, technical skills, and computing skills. Workforce Solutions provides short-term training classes in a variety of settings: on-line, classroom, plant facility, or other local facilities. Workforce Solutions customizes each class to meet the specific needs and objectives of the business and industry being served. Other services, such as adult, community and continuing education classes are offered and add to the college's mission by providing proprietary training and lifelong learning opportunities for the citizens of Pulaski and surrounding counties.

Workforce Solutions actively participates in the development of a vibrant community in the 13-county area the college serves. Workforce Solutions has provided soft skills training for UGN Automotive, Hendrickson, Lake Cumberland Regional Hospital, South Kentucky RECC, Walmart, Blackboard, and the Lake Cumberland Regional Training Consortium with certificate of completion awarded. Workforce Solutions' Project Managers work with business and industry to apply for the KY WINS funding program to help offset the training costs. Many of the classes offered by Workforce Solutions to business and industry in Pulaski County can be found in following attachment.

***Provide evidence that employers recognize achievement of work ethic or soft skills credential in their hiring/advancement processes.***

As referenced in Narrative 1, Pulaski and Somerset Schools endorse a rigorous Work Ethic Seal Program. This initiative is being marketed to local business and industry in an effort to develop a strong local workforce. The seal is granted through the Lake Cumberland Regional Training Consortium which is an educational organization of the Somerset-Pulaski County Development Foundation.

The Pulaski County Area Technology Center also hosts a business and industry sponsored Wall of Fame which recognizes students in each program area that demonstrate a positive work ethic. For the 2011-2012 School Year, the wall was sponsored by D.C. Trimble, Inc., Toyota of Somerset, SAIC, Aqua Design, Inc., and Sunrise Manor Nursing and Rehabilitation Center.

***Programs must include measurable goals for annual improvement in the raw number and percentage of workforce credentialed***

The SCC Strategic Plan 2010-2016, which was discussed in the Narrative Question Number Four in this application, discussed at length the college's goals, performance measure, strategies for addressing the soft skills, credentialing of both high school students and the post-secondary adult populations.

SCC Strategic Goal Number 4 specifically addresses enhancing the economic and workforce development of Pulaski County and the Commonwealth. To achieve the fourth goal of enhancing the economic and workforce development of the Commonwealth, SCC will use the following performance measures.

The percentage of first-credit workforce students, who enroll as credential seeking students, within three years will increase from 2.4 percent to 13.5 percent. The median wage of KCTCS completers earning \$2,500 or more in the second quarter after completion, indexed to the state median occupational wage will increase from 89.5 percent to 95.9%. The annual number of credentials awarded in fields with an average salary at or above the 75<sup>th</sup> percentile or into fields that are growing at a rate greater than equal to the state average, or exceeding 100 annual job openings, will increase from 242 to 253. The strategies used to achieve these performance measures will include: 1. Accessing and monitoring regional training needs, 2. Increase faculty involvement in meeting customized needs for industry, 3. Increase enrollment in Workforce Development programs, 4. Establish SCC job placement centers, 5. Develop a systematic survey of local employment needs, and 6. Develop secure postings of student resumes on the SCC website.

The Pulaski County Area Technology Center continues to work with local business to provide training and certifications necessary for employment. Their goal is to meet specific needs of these businesses and construct classes that will accommodate training needs. The offering to secondary school students also allow the earning of many industry recognized certificates which will be reflected in the supplemental data section.

As part of this effort, the Kentucky Department of Education's has established College and Career Readiness (CCR) as part of the new Accountability Index for schools. For students to be college ready, they must meet the academic benchmarks for Reading, Writing, and Mathematics set by the ACT, Compass, or KYOTE assessments. Students may use met benchmarks from different tests for the three areas.

Career readiness is achieved when students have met both academic and technical benchmarks. For students to be academically ready for a career, they must either be college ready or meet the benchmarks for the ASVAB or Workkeys Assessments. To be technically ready, students must pass the KOSSA or receive an industry certificate. It is expected that students receiving industry certifications will dramatically increase in the coming years as CCR is prioritized in the secondary school setting. Specific credentials awarded as part of CCR is listed under supplemental information.

Also, as part of the Cumberland Workforce Investment Area's strategic plan a goal of providing soft skills training to 250 individuals during the current program year was established. The program Fast Forward is being used with an individual solely devoted to soft skills training through a MOU with EKCEP. To date the training has far exceeded expectations in both acceptance from the business community and the total of numbers served after only two months. This training is available to Pulaski County businesses, individuals who looking for employment and youth who will be joining the workforce. A certificate of completion is awarded only after all areas of the training program has been completed.

***Plans must include a strategy to assure employers of the sustainability of the programs***

The Pulaski County and Somerset Boards of Education along with Kentucky Adult Education has continued services provided the Pulaski County Adult Education Center that will remain in place. The goals of Pulaski County Adult Education and those of the local

workforce closely parallel each other. Because of this, we see a long and productive partnership for Pulaski County.

Somerset Community College's (SCC) Workforce Solutions Department is an active member of the Lake Cumberland Regional Training Consortium and manages the consortium's KY WINS training projects. To date, the consortium has trained over 180 employees from various businesses and industries in Pulaski and surrounding areas. A major recruitment effort is underway by the consortium to increase the membership and knowledge by business and industry of the training classes available to them at a free or significantly reduced fee.

SCC and the Workforce Solutions Department work with numerous organizations in Pulaski County to recruit new business and industry into our area, such as the Somerset Pulaski County Development Foundation (SPCDF) and Southeast Kentucky Economic Development (SKED). A member of the SCC's Workforce Solutions Department serves on the board of the Somerset Pulaski County Development Foundation, which recruits new business and industry to Pulaski County, helps existing companies to expand their current operations, and manages several industry/technology parks and buildings. SCC's WS Department meets with both organizations and potential new companies to provide information on the KY WINS program, customized training and assessments available, and ways to screen potential employees. SCC also offers new companies temporary space in their two industrial work area bay's on the SCC south campus to help them quickly startup their operations until their facility is operational.

SCC has a close working relationship with the Cumberland Workforce Investment Board (CWIB) and the Lake Cumberland Area Development District (LCADD), both of which are located in Russell County but have a business liaison and One Stop Operator in Somerset. SCC and CWIB have successfully completed a number of projects which helped attract new industry to the region and provide a qualified, highly-trained workforce. One example of that successful partnership was the development of the Lineman Training Program at SCC. The effort combined the efforts of Southern Kentucky Rural Electric Cooperative, Eastern Kentucky Power, CWIB, SCC, and a number of county industrial development boards to create a permanent training program to create a new generation of electric power company linemen to replace an aging linemen workforce and to train these new linemen in future "Smart Grid" technology.

SCC has also worked closely with the CWIB to retrain the workforce affected by the Free Trade Agreements under the Training Adjustment Act. Hundreds of dislocated workers have used their TAA benefits to train for new careers at SCC.

***Programs must address, at a minimum, the following topical areas:***

***Attendance/punctuality, Communication, Teamwork, Leadership, Critical Thinking***

The Pulaski County Area Technology Center (ATC) utilizes business and industry advisory committees to guide curriculum in order to meet the needs of respective industries. Soft skills including those listed above are embedded in the task lists of each course offered at the Area Technology Center. ATC curriculum is also mapped to the Kentucky Occupational Skills Standards which provide critical soft skills training.

Soft Skills classes offered by SCC Workforce Solutions in Pulaski County:

**Walmart**

Class Name	Date of Training	Total Trained
Speaking to Influence Others	1/18/12-5/3/12	11
Speaking to Influence Others	2/22/12-5/1/12	11

**South KY RECC**

Class Name	Date of Training	Total Trained
Guiding Customer Conversations	5/22/12-5/24/12	21
Team Development	7/19/2012	12

**Modern Distributors**

Class Name	Date of Training	Total Trained
Customer Service	7/28/08-8/1/08	10

**Lake Cumberland Regional Hospital**

Class Name	Date of Training	Total Trained
Deming's 14 Points of Quality	1/24/11-present	443

**Hendrickson**

Class Name	Date of Training	Total Trained
The Power to Lead	6/5/12-6/7/12	18
How to be an Outstanding Team Player	6/25/2012	12
Myers-Briggs Type (MBTI)	8/13/12-8/16/12	30

**Presidium**

Class Name	Date of Training	Total Trained
Providing Constructive Feedback	5/19/2009 -12/16/2009	25
Building Team Pride and Purpose	6/16/2009	20
Developing Team Agility	6/17/2009	16
Hallmarks of Supervisory Success	6/30/2009 - 12/17/2009	25

**Lake Cumberland Regional Training Consortium**

Class Name	Date of Training	Total Trained
Providing Constructive Feedback	10/7/09-2/23/11	22
Managing Your Priorities	12/9/2009	15
Connecting People & Process	1/27/10-3/9/11	30
Exploring Gaps, Causes and Solution	2/17/10-4/6/11	23
The Power to Lead	11/10/2010	11
Developing Others	12/8/2010	11
Time Management & Organizational Skills	2/16/2011	8
Dazzling Your Customers	5/11/2011	8
How to be an Outstanding Team Player	6/8/2011	8
Dealing with Difficult Customers	10/4/2011	4
Change Management	11/9/2011	10

**UGN Automotive**

Class Name	Dates of Training	Total Trained
Effective Communication	6/26/2007-7/14/2008	79
Understanding My Emotional Intelligence	6/27/2007-7/14/2008	88
Sending the Message	6/27/2007-7/15/2008	88
Receiving the Message	6/28/2007-7/15/2008	88
Expecting, Accepting, & Implementing Change	6/28/2007-7/2/2007	69
Team Building for the Team	6/29/2007-7/16/2008	93
Customer Service Plan	7/3/2007-7/14/2008	102
Frontline Leadership	7/23/07-7/26/07	3
How to be a Team Player	7/18/2007	9
Receiving Feedback	5/1/2008	16
Building Trust	6/26/2008	30
Leading a Team to Optimal Performance	10/9/2008	18
Helping Others Adapt to Change	9/11/2008	21