



ACTION GRAM

Workforce Connections of Pike County
 Located at the
 Community Action
 Committee of
 Pike County
 941 Market Street
 P. O. Box 799
 Piketon, Ohio 45661

Phone: 740.289.2371
 Toll Free: 1.866.820.1185
 TDD: 740.289.2608
 FAX: 740.289.1859
 Web:
www.workforceconnections.biz

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ACTION GRAM FALL 2009

The Action Gram is a quarterly compilation of mini-resumes and is a report to the community of the Pike Employment & Training (PETS) sponsored customers.

Each of the individuals has either graduated or is actively participating in various high-demand occupations. All are seeking employment with local area employers. If you see a potential employee that interests you, please give us a call or e-mail us; and we will send you the full resume for that individual.

Customers who are sponsored through PETS have the following:

- Have demonstrated academic reading and math levels.
- Have taken the Career Occupational Preference System (COPS) to determine suitability for their educational and employment goals.
- Are goal-oriented with demonstrated attendance and accomplishments

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The Learning Initiative: Creating the Value in On-the-Job Training

Most business owners and executives know the value of training their workforce. However, in our time-compressed and fiscally-challenged world, more often than not, formal classroom training occurs infrequently, and companies are resorting more frequently to on-the-job training. If your organization needs to create just-in-time training because someone needs to be able to perform the job now, think about the following scenario:

While I was standing in line at a fast food restaurant, I observed the following interaction:

Rosa, who clearly was new to her job, was being given the following instructions by Robert, another employee, on how to ring up a special order—"Press number three, hit no onions, subtract medium drink, add medium chocolate shake."

While explaining, Robert was standing in front of the register, hitting the buttons. Then he said, "Got that?"

Massage Therapy

SHELBY S.
Enrolled in Massage Therapy at AIAM in Columbus. Expected graduation is: Winter 2010.

Social Work

MELISSA G.
Completed a Bachelor's Degree in Social Work at Ohio University.

JEANETTE C.
Pursuing a Bachelor's Degree in Social Science at Shawnee State University. Expected graduation is January 2010.

Surgical Tech.

BOBBY E.
Enrolled in the Surgical Tech. at Scioto County CTC. Expected graduation is Winter, 2010.

RITA H.
Pursuing a Bachelor's Degree in Sociology at Shawnee State University. Expected graduation is Spring 2010.

TIFFANY N.
Enrolled in the Surgical Tech. at Scioto County CTC. Expected graduation is Winter, 2010.

LPN

STEPHANIE A.
Completed LPN Program at Scioto County CTC. Awaiting licensure.

JOSIE E.
Completed LPN Program at Scioto County CTC. Awaiting licensure.

AMANDA B.
Enrolled in the RN Program at Shawnee State. Expected graduation date: September, 2009

DIANA L.
Completed LPN Program at Scioto County CTC. Awaiting licensure.

SCOTT C.
Completed LPN Program at Pike County CTC. **EMPLOYED**

TANECE T.
Completed the LPN Program at Pike County CTC. Is licensed.

CHERYL T.
Completed LPN Program at Pike County CTC. **EMPLOYED**

TWILA S.
Completed LPN Program at Scioto County JVS. Is licensed. **EMPLOYED**

HEATHER B.
Completed LPN Program at SCCTC. Awaiting licensure.

MIKE W.
Completed LPN Program at Pike County CTC. **EMPLOYED**

BETHANY T.
Completed the LPN Program at Pike County CTC. Received licensure.

BRITTANY P.
Completed LPN Program at Scioto County JVS. **EMPLOYED**

AMBER M.
Enrolled in the LPN Program at PCCTC. Expected graduation

PAUL T.
Completed LPN Program at Pike County CTC. **EMPLOYED**

APRIL C.
Enrolled in the LPN Program at PCCTC. Expected graduation

SHELLY S.
Enrolled in the LPN Program at PCCTC. Expected graduation

JEFF M.
Enrolled in the LPN Program at PRCTC. Expected graduation

TONYA W.
Enrolled in the LPN Program at PCCTC. Expected graduation

BOBBIE D.
Enrolled in the LPN Program at SCCTC. Expected graduation

KAYLA R.
Enrolled in the LPN Program at PCCTC. Expected graduation

PHYLLIS W.
Enrolled in the LPN Program at SCCTC. Expected graduation

RACHAEL B.
Enrolled in the LPN Program at PCCTC. Expected graduation

ASHLEY S.
Enrolled in the LPN Program at PCCTC. Expected graduation

MEGAN R.
Enrolled in the LPN Program at PCCTC. Expected graduation

ROMAN G.
Enrolled in the LPN Program at PCCTC. Expected graduation

Truck Driving

DENVER S.
Completed Truck Driving at SSSC.

BRANDON I.
Enrolled in Truck Driving at SSSC. Expected completion: Summer, 2009

GERALD S.
Enrolled in Truck Driving at SSSC. Expected completion: Summer, 2009

ESTEL S.
Enrolled in Truck Driving at SSSC. Expected completion: Summer, 2009. **EMPLOYED**

LANCE D.
Completed Truck Driving at SSSC.

JOB SEEKERS
Would you be interested in attending a **workshop** to enhance your:
Resume Writing
Interviewing
Completing on-line applications?
If so, contact Matt at 720-289-2371

EMPLOYERS
Would you be interested in speaking with a group about:
Resume Writing
Interviewing
What you look for in applicants?
Financial Management & Budgeting
If so, contact Matt at 720-289-2371

Education		RN		
JOETTA H. Completed Elementary Education Degree in Elementary Education at Ohio Grande. EMPLOYED	STEPHANIE R. Completed Bachelor's Degree in Educational Leadership at OUC. EMPLOYED	KIMBERLY C. Completed the RN Program at SSCC. Awaiting licensure.	MATTHEW W. Enrolled in the RN Program at Hocking. Expected graduation date: Summer 2011.	BRIAN R. Completed the RN Program at OU. Is licensed.
		RHONDA P. Enrolled in the RN Program at OU. Expected graduation Winter 2011.	MANDY R. Enrolled in the RN Program at SSU. Expected graduation Winter 2011.	STEPHANIE S. Enrolled in the RN Program at SSU. Expected graduation Winter 2011.

Maintenance / Engineering			Dental Hygiene	Computer
ETHAN H. Enrolled in Electro-Mechanical Engineering at SSU. Expected graduation date: Winter 2011.	TOBY B. Completed Industrial Maintenance Program at SSU. EMPLOYED	JAMES B. Enrolled in Environmental Engineering at Ohio University. Expected graduation date: Winter 2011.	AMANDA H. Completed Dental Hygiene program at SSU. EMPLOYED	SHANE P. Enrolled in Comp. Tech at OUC. Expected graduation December 2011.
LARRY H. Enrolled in the Computer Engineering at SSU. Expected graduation date: Sept, 2010	JOSHUA J. Enrolled in Electromechanical Engineering at SSU. Expected graduation date: Sept, 2010	DAVID F. Enrolled in Constructional Electricity at Scioto County JVS. Expected graduation date: Sept, 2010	MORGAN H. Completed Dental Hygiene program from SSU. Awaiting licensure.	
BRADLEY P. Enrolled in Electromechanical Engineering at SSU. Expected graduation date: Winter 2011.	PAUL P. Enrolled in Elect. & Inst. Tech at PRCTC. Expected graduation date: Winter 2009.	DON R. Enrolled in Ind. Maintenance at SCCTC. Expected graduation Summer 2010.		

The American Recovery & Reinvestment Act (ARRA) Summer Program ended for the twenty-six In-School Youth (ISY) on August 15, 2009. All twenty-six ISY successfully completed their Work Experience Activity. The ISY worked twenty-four hours per week and made \$7.34 per hour. The ISY were placed with local businesses, high schools, and agencies for their work sites throughout Pike County. Twenty-four out of twenty-five returned to finish high school, and one enrolled in college. Eight of the ISY will continue their Work Experience Activity by being enrolled into the year-round Workforce Investment Act (WIA) ISY Program. The WIA ISY will work twelve (12) hours per week, and they will earn \$7.53 per hour.

Twelve ARRA Out-of-School (OSY) have exited from the ARRA Summer Program. Nine out of twelve successfully completed their Work Experience Activity. The OSY worked forty hours per week, and they earned \$7.34 per hour. Their work sites were the same ones utilized by the ARRA ISY. Of the twelve exited OSY, four enrolled into college, one into vocational training, and one secured full-time employment with a private employer. Eleven ARRA OSY are still working forty hours per week at work sites throughout Pike County, and they are still earning \$7.34 per hour. Of those eleven OSY, three may be hired as full-time employees by their current work sites at the end of their Work Experience Activity through an On-the-Job Training (OJT) Agreement offered through the WIA Pike Employment and Training Systems. The tentative end date for the remaining eleven OSY is Friday, November 20, 2009.

HST	Welding	Radiology
JENNIFER C. Enrolled in HST at OUC. Expected Graduation date: Winter, 2011	ANTHONY H. Completed training in Welding at Hocking College. License in progress. EMPLOYED	TARA A. Completed courses in the Radiology program at Hocking College. Is Licensed. EMPLOYED
Science	Office Tech	Bus. Mgmt
REGINA H. Enrolled in Applied Science at Ohio University. Expected graduation: March	AMANDA O. Completed Office Technology program at Hocking College. EMPLOYED	CHRIS H. Enrolled in Business Management at SSU. Expected graduation: September, 2010
Alt. Energy	STNA	
JOHN D. Enrolled in Alt. Energy at Hocking.	SHARON P. Completed STNA Exam and is currently employed. EMPLOYED	GWENDOLYN S. Completed STNA from Scioto County. EMPLOYED
Power Line	Health Admin	
WILLIAM M. Enrolled in Power Lineman at PRCTC. Expected completion Winter 2010.	DAVID C. Completed a BA in Health: Long-term Care Administration.	

WORKFORCE CONNECTIONS OF PIKE COUNTY PARTNERS

ADULT BASIC LITERACY & EDUCATION
[HTTP://ADULTED.PIKECTC.ORG](http://ADULTED.PIKECTC.ORG)

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
TO FILE A CLAIM, CALL TOLL FREE
1-877-644-6562
[HTTP://JFS.OHIO.GOV/INDEX.STM](http://JFS.OHIO.GOV/INDEX.STM)

OHIO REHABILITATION SERVICES COMMISSION
WWW.RSC.OHIO.GOV

PIKE COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
[HTTP://JFS.OHIO.GOV/INDEX.STM](http://JFS.OHIO.GOV/INDEX.STM)

PIKE EMPLOYMENT & TRAINING SYSTEMS (PETS)
COMMUNITY ACTION COMMITTEE OF PIKE COUNTY
WWW.PIKECAC.ORG

PIKE METROPOLITAN HOUSING AUTHORITY
PIKEMHA@VERIZON.NET

SENIOR EMPLOYMENT CENTER
A DIVISION OF MATURE SERVICES, INC
WWW.MATURESERVICES.ORG

EMPLOYERS

Are you interested in being reimbursed for up to 50% of your next new employee's training wage?

Consider On-the-Job Training (OJT)

The Workforce Investment Act (WIA) may utilize OJT contracts in order for local employers to train and retrain workers.

Contact Workforce Connections to learn more about potential OJT opportunities.

GLATFELTER UPDATE

In August 2007, the State of Ohio awarded WDA # 1 a Rapid Response Aversion Grant to assist Glatfelter (formerly Mead Corp.) of Chillicothe, in increasing the skill level of incumbent workers and to retain local jobs. The Community Action Committee of Pike County's Employment & Training Department is the Program Operator.

Since July 1, 2009, here are some results:

- **119** participants completed Employment Law taught by Ohio University Chillicothe.
- **20** Electrician / Instrumentation participants have completed **2** different training courses.
- **4** employees are enrolled in HVAC NATE Certification course with PRCTC.
- According to Glatfelter, the company expects a 10% increase in profit as it moves into the final 2 Quarters of 2009 and beyond.

Continued from Page 1

Rosa said, hesitantly, “Yes,” and I knew, at that moment, that she had no hope of replicating that sequence for the next “special order,” nor did she understand what Robert had just done.

How many times is on-the-job training performed in this way in countless businesses?

The sequence often goes like this:

- Trainer explains how to perform steps while actually performing the tasks
- Learner observes from a distance
- Trainer asks if learner understands
- Learner almost always replies affirmatively

What’s Wrong With This Picture?

Authors Jim Caple and Roger Buckley, in their book *One-to-One Training and Coaching Skills*, call this method, “Sitting by Nellie.” The thought is that simply by sitting (or standing) and observing, learning will occur by some form of “psychological osmosis.” It assumes that just because someone is proficient in doing a task, he or she will be good at teaching it to others.

Not only is this usually not the case, but it also assumes that all learners learn the same way. The reality is that there are multiple learning styles, and most people have preferred ways of learning. Think about how you would like to learn a new software program. Would you like to read the accompanying manual? Would you prefer to take a lecture class where the computer screen was projected onto a large screen for everyone to see what the trainer was doing, or would you prefer to load the software onto your computer and work through it by trial and error? Each of these methods uses a different learning style, and the best training utilizes a combination of these to appeal to the broadest base of learners.

It was pretty obvious from the look on Rosa’s face at the fast food restaurant that she was confused, and this is exactly what happens too often in most workplaces when on-the-job training is done without any thought to the best way to teach something to another person.

Ways to Improve On the Job Training

The next time you are asked to create on the job training, consider the following hints:

Explain the “What” and the “Why”—

Take time to explain the job or task at hand. For example, suppose that you are training a new assistant in your office to do medical coding for a group of physicians. You know that if the assistant does not input the correct code for each procedure, the laboratory will reject the paperwork and the patient will not be able to get the procedure, or you will have to spend time on the telephone correcting the error. In this case, taking time, upfront, to explain not only what must be done to enter the data properly but the reasons you are asking her to do it in a certain way, could go a long way toward explaining the context of the job or task and the consequences of doing it improperly.

If you have time, you could provide some examples of times when the coding had not been done properly; examples or stories help solidify the learning. You might also do the explaining by asking questions rather than telling. This type of training engages learners since it is really a dialogue rather than a one-way monologue where the learner has to listen and remember.

Now Teach the “How”—Research tells us that trainees learn only 16 percent of what they read, 20 percent of what they see, 50 percent of what they see and are told, but 90 percent of what they get to practice doing. Additionally, in order to accommodate the various learning styles, you should provide time for observing, reflecting and doing.

In the case of the physician’s office, the person doing the training could enter a patient’s data and the proper codes while the trainee was observing. In order to take it farther than “Sitting By Nellie,” though, we would add the steps of reflecting and doing. Reflecting is the opportunity for the learner to comment upon what she is observing. It also provides the learner with time for every step in the task to sink in, and everything should be less of a blur than had she simply observed each step in the process.

Finally, the trainee should have an opportunity to practice doing the task while the trainer observes. The caution here is that the trainee will be slow to perform the steps since there will be someone “looking over her shoulder,” but it is a good way for the trainer to observe each step. The trainer

should provide feedback—both what the trainee did well and what could be improved—at the end of the task—in this case, the finalization of the medical form. If an error needs to be corrected immediately, of course, the trainer will want to do so, but if it is not critical to the successful completion of the task, the trainer should wait until the task is finished and then suggest ways to do it differently. After two or three practice tries, the trainer and the learner should have a brief conversation summarizing the “what” and the “why” and allowing the learner to ask any final questions she may have at this point.

If you follow the steps outlined above, on the job training can be a very effective way of learning to do what is required on the job. Just don’t try to get it perfect the first time—especially if there is a line up of hungry people in front of you!

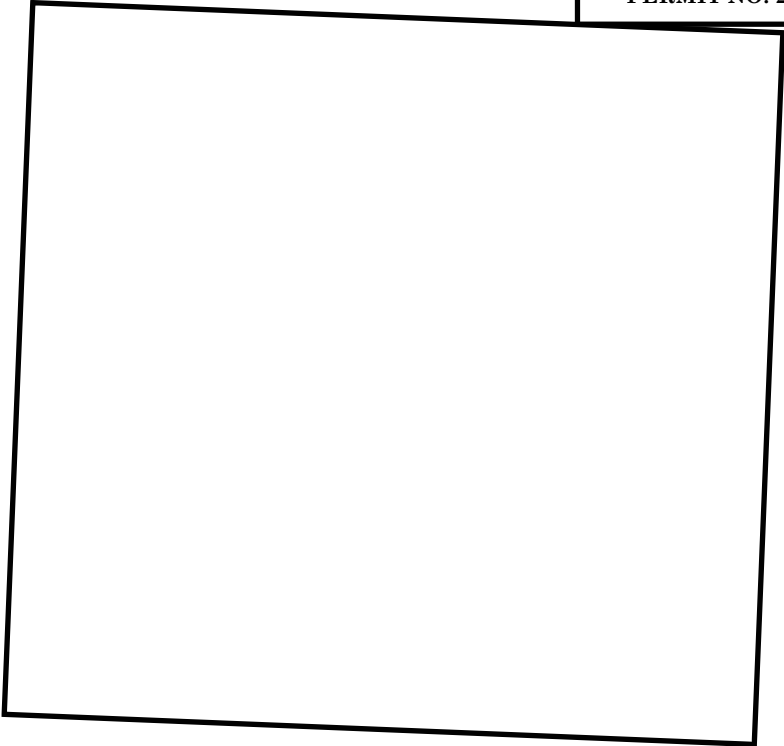
Written by Elizabeth Black for humanresourcesiq.com

Dislocated Workers

If you or someone you know have lost your job due to plant or facility closure and are interested in training to re-enter the labor market, please visit the Workforce Connections of Pike County at 941 Market Street, Picketon for more information.



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I.D.E.A.L.S Youth Club

The Independence, Dedication, Education, And Leadership Skills (I.D.E.A.L.S.) Youth Club membership consists of youth enrolled in the Community Action Committee of Pike County's Pike Employment and Training Systems In-School Youth Program. Meetings are held on a monthly basis. The mission of the I.D.E.A.L.S. Youth Club is to assist the local youth in developing team building, leadership, social, career and citizenship skills. The goal is to assist youth to become well-rounded, work-ready community members who possess leadership skills and abilities. The group motto is "Learning Today, Leading Tomorrow".