



Talent Acquisition & Retention Workshop (Recruiting & Hiring)



Presented by: Vince Jordan & Joe Barto, IV GE Power Conversion Imperial, PA

September 14, 2022



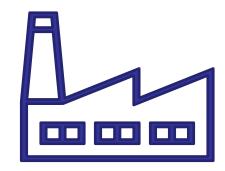




8:00 – 8:30 Introduction - Flag Specific

- 8:30 12:00 Employer Focus
 - Why is talent acquisition and retention so hard?
 - What does right look like?
 - Key Performance Metrics
 - Branding
 - Pipelines
 - Tools
 - TA&R Roles & Responsibilities

12:00 – 1:00 Working Lunch - Flag Specific Facilitator/Other Presentations









1:00 - 2:00 CTE Focus

- How you prepare students to enter the workforce
- Supply Side Candidate Pool Characteristics and Profiles
- Roles and Responsibilities

2:00 - 4:00

- A Systems Approach to Talent Acquisition and Retention
- Requesting Individual Coaching Process: How do you request support?
- Path Forward and Closing Comments
- Attendee Sharing & Open Discussion
- Tour











Introductions

Presented by:













The Pennsylvania Talent Pipeline Program TEAM will energize and engage the American <u>economy</u> by creating and sustaining a maritime and defense industrial base focused talent pipeline that <u>enables</u> EMPLOYERS to re-capitalize their workforce through recruiting, hiring, training, and retaining skilled workforce members with critical trade skills for 1-year as productive and engaged new employees.











Year 1

- Region Demand Signal Round Table Discussion
- Partner "Kick Off" Meeting
- Employer/CTE Program "Matching" Program Review
- Career Discovery & Recruiting Fair
- "Recruiting" Program Review
- "New Hire Draft" Working Group Session
- "Signing Day" Ceremony

Year 2 (plus)

- New Partner (Employers, CTE Programs, Facilitators) Orientation
- Employer/CTE Program "Kick Off & Matching" Program Review
- Career Discovery & Recruiting Fair
- "Recruiting" Program Review
- "New Hire Draft" Working Group Session
- "Signing Day" Ceremony
- Report Out at Year 1 New Hires 1st Year
 Work Anniversary
- Employer-New Hire 1st Year Anniversary Recognition Ceremony







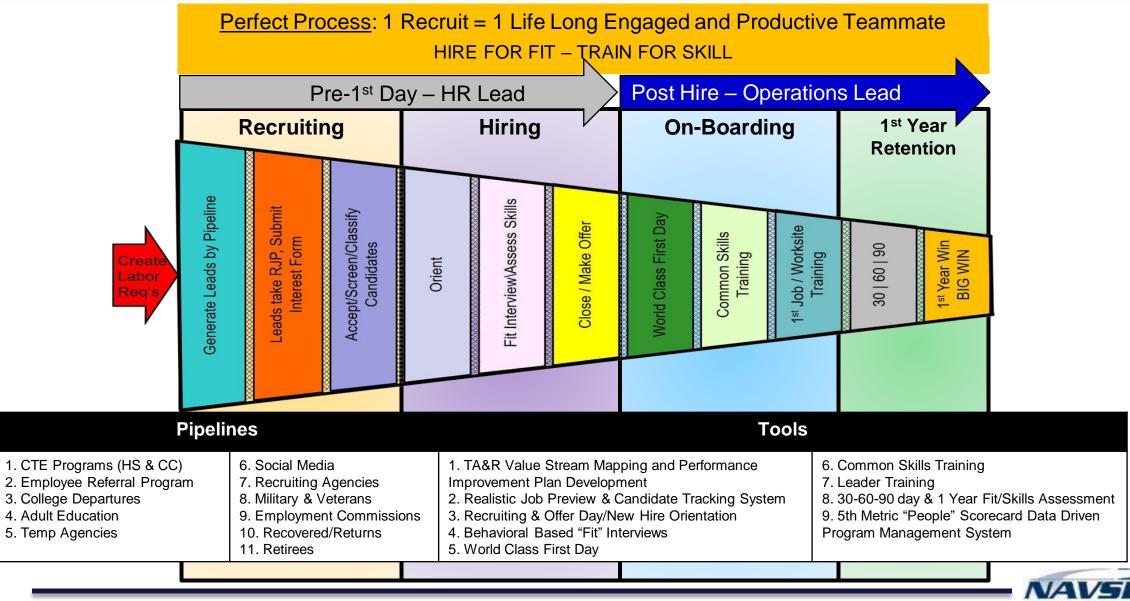








NAVAL SEA SYSTEMS COMMAND







Partner Coaching as requested

Monthly All Hands Information and Best Practice Sharing

J Talent Acquisition & Retention Training Workshops

Individual Employer & CTE Program Talent Acquisition & Retention System Support

Best Practice Model Development and Integration into Talent Acquisition and Retention Training



Program Management, Industry Engagement & Strategic Planning







Year 1:

April 7, 2022: Demand Signal Round Table Discussion June 15, 2022: Pittsburgh Region Workforce Kick Off Meeting *September 21, 2022: Pittsburgh Region Workforce Employer/CTE Program "Matching" & Program Review

November 29, 2022: Career Day and Project MFG Welding Competition *January 26, 2023: Mid-Year Pittsburgh Region Workforce Program Review *June 24, 2023: Pittsburgh Region Workforce "Signing Day"

Year 2:

July 19, 2023: Cohort 2 (2022 - 2024) New Participant (Employers, CTE Programs, Facilitators) Orientation *September 2, 2023: Cohort 2 Pittsburgh Region Workforce Employer/CTE Program Kick Off Meeting & "Matching" & Program Review *January 24, 2024: Cohort 2 Mid-Year Pittsburgh Region Workforce Program Review *June 22, 2024: Cohort 2 Pittsburgh Region Workforce "Signing Day" December 2024: Cohort 1 (2021-2023) Report Out at New Hires 1st Year Work Anniversary January 22, 2025: Cohort 1 Employer-New Hire 1st Year Anniversary Recognition Ceremony



* Indicates Major Program Review & All Hands Meeting



of EMPLOYERS with a reliable year over year Talent Acquisition and Retention Pipelines to run a better business and increase defense industrial capacity.















RECRUITING	HIRING	ONBOARDING	RETENTION

- As we move through the program today, complete the handout for your organization.
- In each major element of the TA&R system, rate your organization:
 - 1. Performing well. Our system is optimally performing and meeting or exceeding our needs and expectations
 - 2. Needs improvement. Our system is working (sometimes), but does not consistently meet our needs and expectations
 - 3. Not performing. Our system rarely meets our needs and expectations.
- You will turn in this form at the end of the workshop.







CANDIDATE SCREENING	EMPLOYER CLASSROOM VISITS	EMPLOYER ON-SITE VISITS (FIELD TRIPS)	APPLICATION / INTERVIEW PREP	CANDIDATE EMPLOYMENT TRACKING

- As we move through the program today, complete the handout for your organization.
- In each major element of the TA&R system, rate your organization:
 - 1. Performing well. Our system is optimally performing and meeting or exceeding our needs and expectations
 - 2. Needs improvement. Our system is working (sometimes), but does not consistently meet our needs and expectations
 - 3. Not performing. Our system rarely meets our needs and expectations.
- You will turn in this form at the end of the workshop.









We help Leaders who WANT to Lead; Lead a High-Performance Team...

We Give You the Courage to Lead

We are a Program of **YES**

If you want help and are willing to do something different in our Talent Acquisition and Retention System to improve your production capacity for the Navy!











WE are on a Mission!

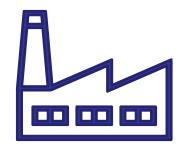
1 Employer 1 Job 1 Lifelong, Productive, Engaged Teammate at a Time







Employer Focused Training



Presented by:







Why is Talent Acquisition and Retention so Hard?

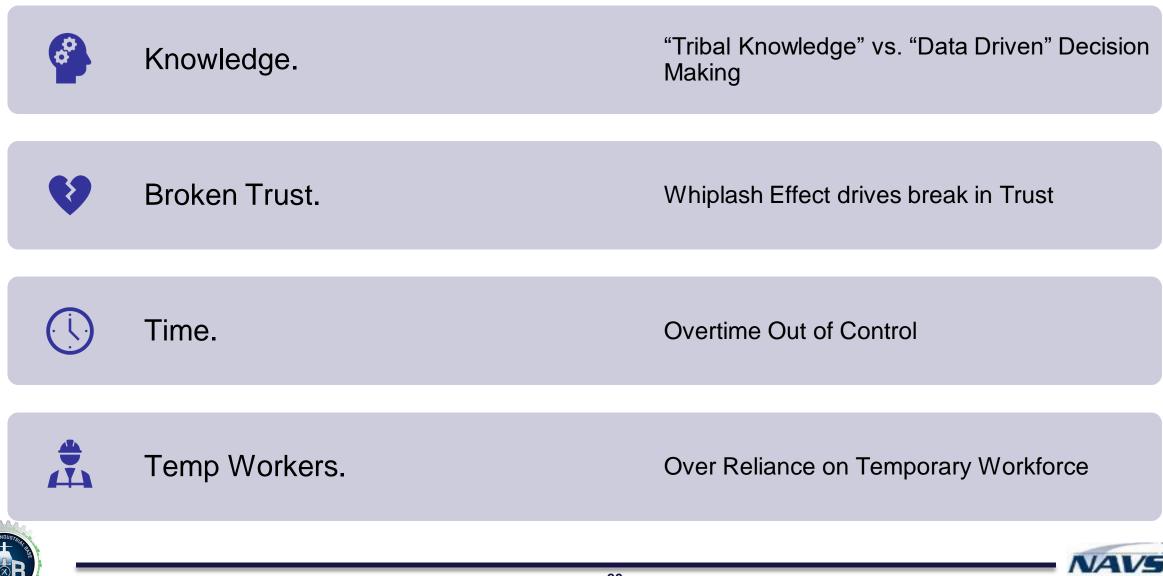
Presented by:













#### ####### #########	Increased Demand for Workforce	More External Opportunities Voluntary Retirements due to Aging of the Workforce "Retired on the Job" driving Labor Costs Up and stifling High Potential Advancement with decreasing productivity and engagement Lack of People related data and analysis - Arrogance or Ignorance
0	Customer.	Whiplash Effect drives break in Trust
	More Work than People.	More Projects than Time, People, and Resources Available
	Leader Compression	Senior Leadership Tactical focus creating Leader "Compression"
P	Heroic Efforts Required	"Heroic Efforts" creating exhausted, de-moralized, and under performing <u>Heartbeat Leaders</u>
INDUSTRIA		





On a scale of 1-10 with 10 being Perfect how would you describe the performance of your Current TA&R System?

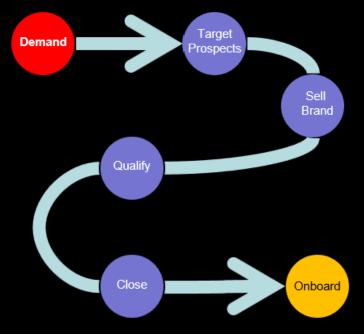






FROM THIS T Image: Control of the control of t

TO THIS

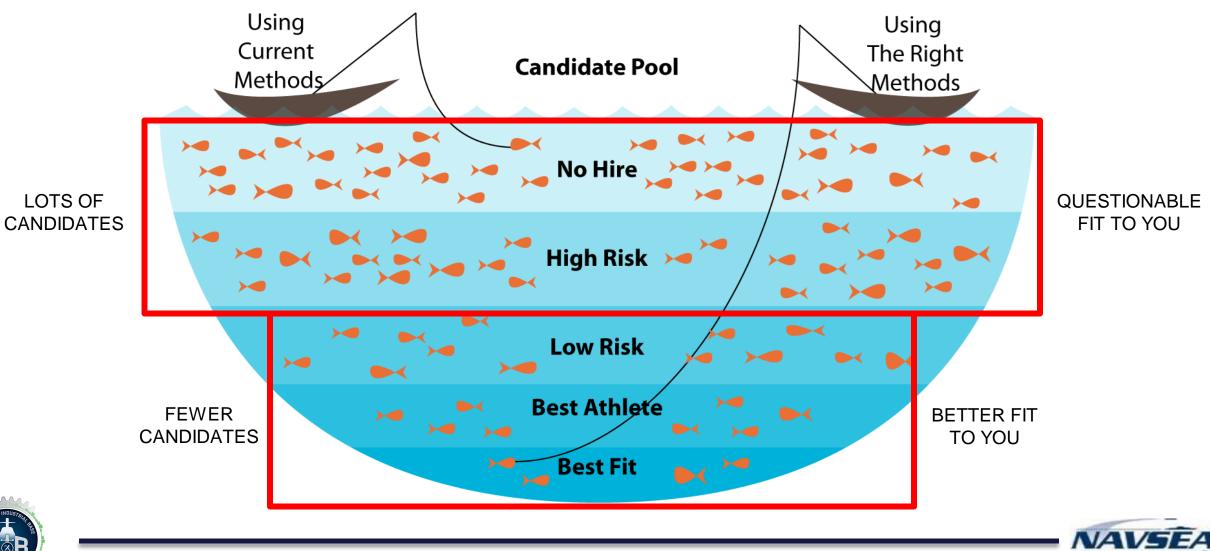


Traditional: Procurement Model (Passive and Employer Focused)

High Performers: Sales Model (Active and Candidate Focused)

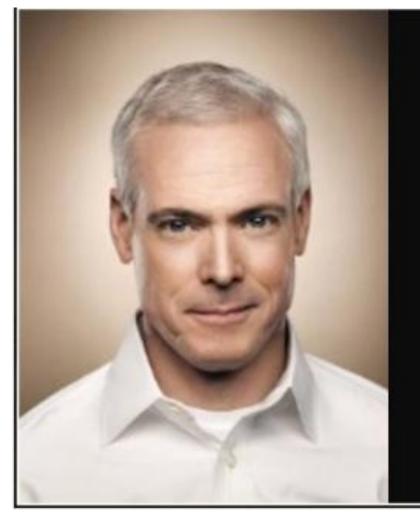






NAVAL SEA SYSTEMS COMMAND





Get the right people on the bus, the wrong people off the bus, and the right people in the right seats...

— James C. Collins —

AZQUOTES





If we <u>align</u> the organization and improve <u>leader behaviors</u> then we will increase <u>team engagement</u> and improve <u>business performance</u>.









- GE WIFI:

- INTERNET
- Acc3ssGr@nted

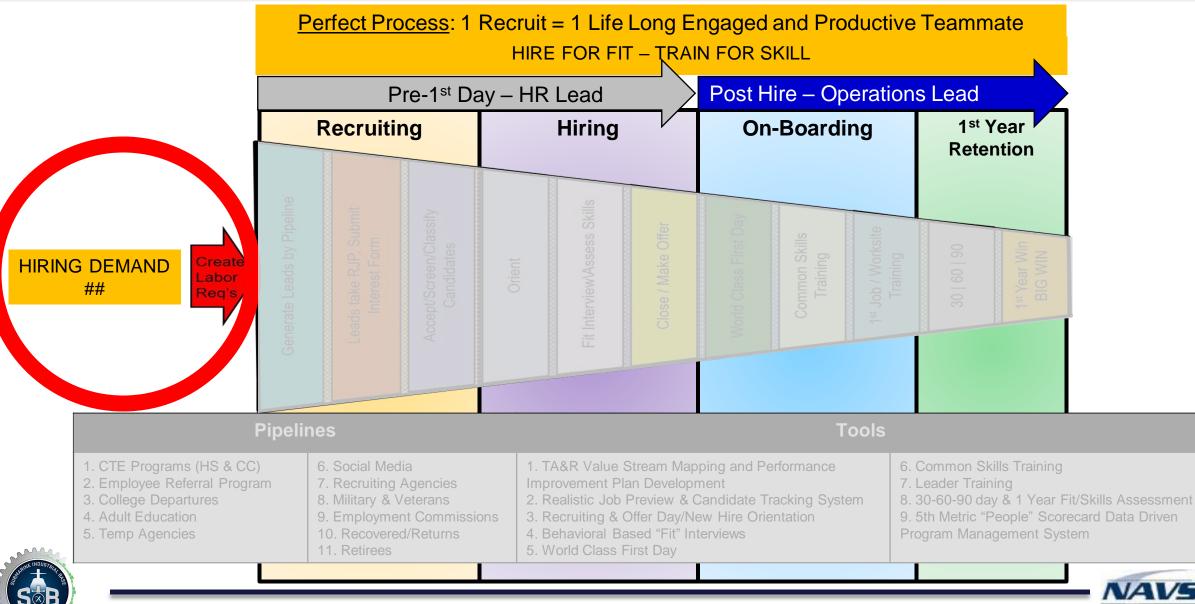








NAVAL SEA SYSTEMS COMMAND





– What generates the need to hire?

- What are our options?
- Who are the key stakeholder?
- What do hiring managers want?
- What is the desired end state?









- New or Expanded Work
- Replace Departures
- Specific Technical Need
- "Best Athlete"
- What Else?







- What generates the need to hire?
- What are our options?
- Who are the key stakeholder?
- What do hiring managers want?
- What is the desired end state?









- Use Current Team
- Outsource (T&M or Turnkey)
- Negotiate Delivery Schedule
- Hire Experienced Plug and Play
- 1099 (Retired)
- Temp Agency Services
- Recruiting Process Outsourcing
-
- Direct Hire a New Person







- What generates the need to hire?
- What are our options?
- Who are the key stakeholder?
- What do hiring managers want?
- What is the desired end state?











Customer

• 1st Line Supervisors

Facilitator(s)

- <u>Hiring</u>
 <u>Managers</u>
- HR
- Recruiting
- Compensation
- Executive Leadership Team

New Teammates

• Employee







- What generates the need to hire?
- What are our options?
- Who are the key stakeholder?
- What do hiring managers want?
- What is the desired end state?







An 18-year-old with 20 years of experience who can plug in and immediately begin production work and pay them \$10/hown







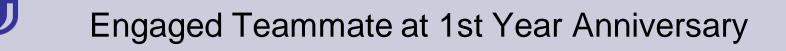
- What generates the need to hire?
- What are our options?
- Who are the key stakeholder?
- What do hiring managers want?
- What is the desired end state?













Increases Workforce Productivity



Increases Business Performance









What does Right Look Like

Presented by:









Think about the best New Hire you have made in the last year?

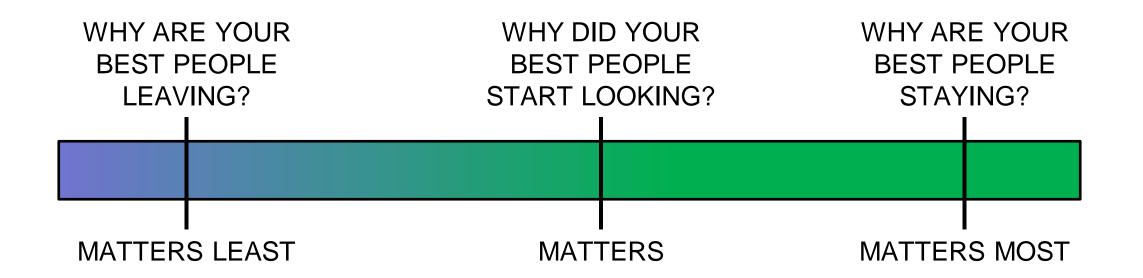
- What made them so good?
- Where did they come from?
- How do we find more like them?









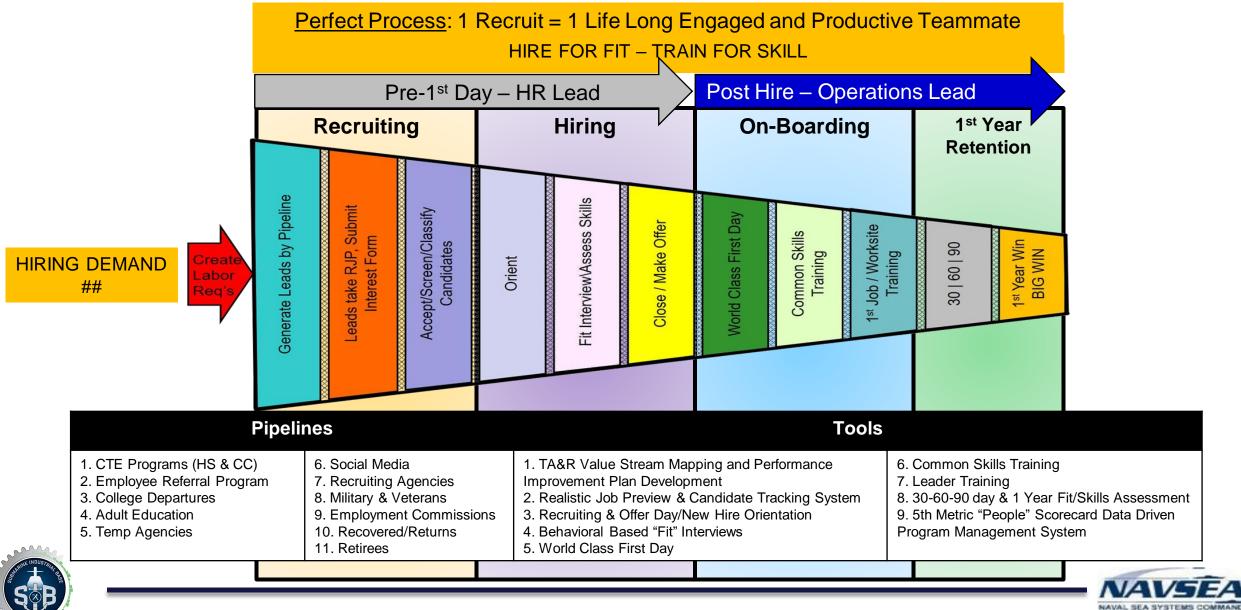
















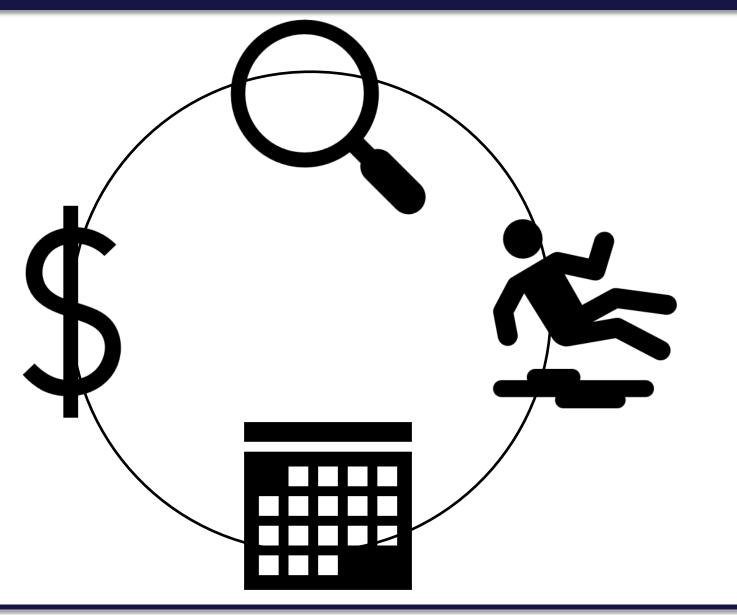
Key Performance Metrics

Presented by:





How Do Businesses Measure Success?









- Decrease Cost of Hiring
- Reduce Attrition (pre- and post- hiring)
- Reduce Hiring Cycle Time
- Improve New Hire Integration
- Improve New Hire Job Performance
- Decrease New Hire Time to Competency









- 1. Time to Fill: Job Opens to Accepted Offer
- 2. Time to Hire: Job Req Approved to 1st Day
- 3. Source of Hire: Pipeline and how did they find out about the job
- 4. 1st Year Attrition: Good & Bad
- 5. Quality of Hire: Subjective Assessment (e.g., Hiring Manager Perspective)

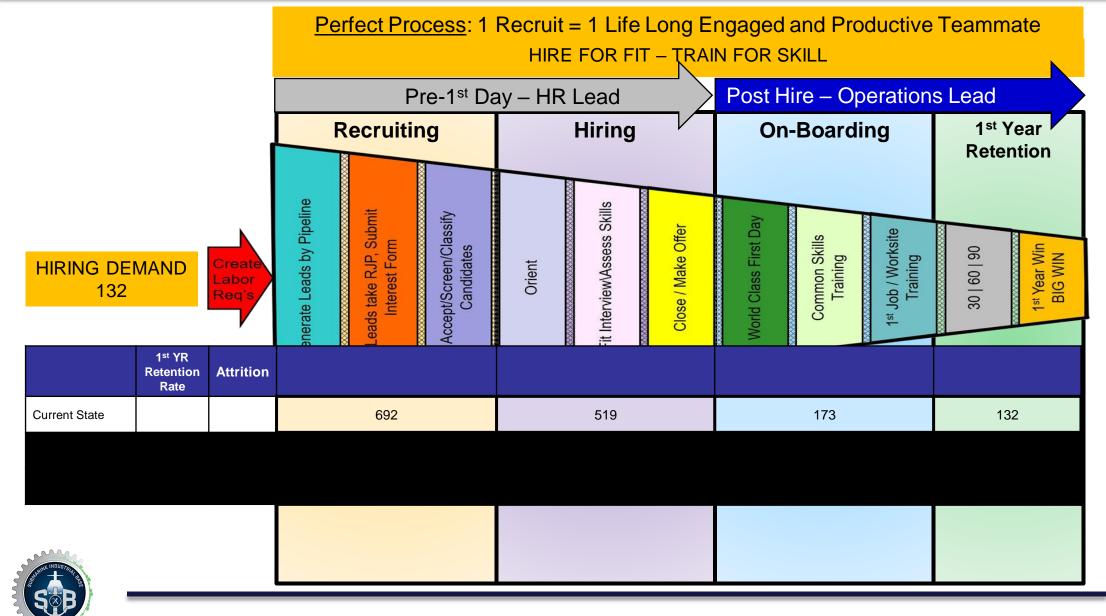
- 6. Interview to Ratio: # Interviews to # 1st Day Start
- 7. Offer Acceptance Rate: # Offers to # Accepted
- 8. Cost to Fill: \$\$ to 1st Day/Hire
- 9. Time to Productivity: 1st Day to ability to perform 1st job at a similar level of supervision or direction as others
- 10. Candidate Net Promoter Score:
 - "How likely is it would {EMPLOYEE X} recommend {US/BRAND} to a friend or a colleague?" (1-10)





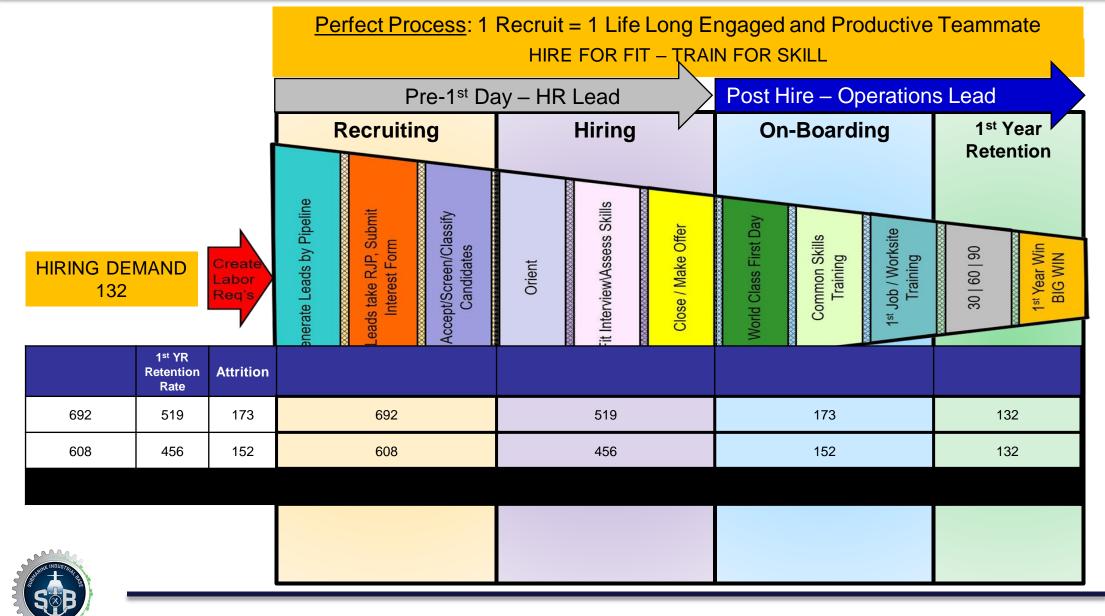








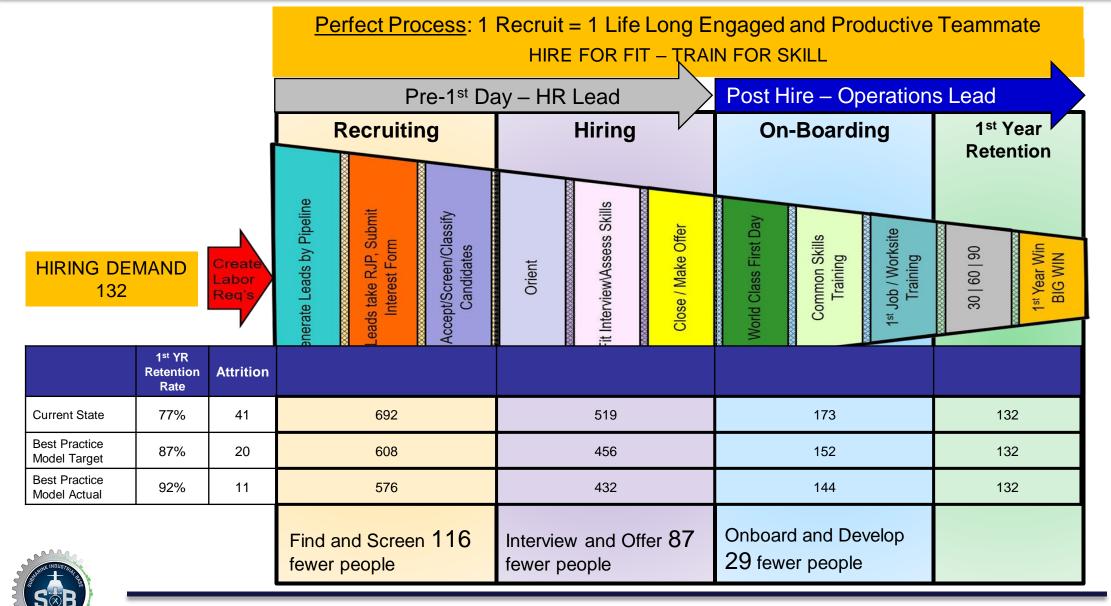
















The Master Scorecard is driven by the hiring demand signal



This is used to track Applicants from initial entry into the system through their 1st year



Separated onboarding and retention

Data points to indicate effectiveness of highlevel recruiting and onboarding filters Data collection for Companies new hire retention







Example Master Scorecard



MONTH FEB MAR APR MAY JUN TOTAL Image: constraint of the state of the s									\	
#RJP VIEWS 132 144 126 169 142 713	MONTH	FEB	MAR	APR	MAY	JUN	TOTAL			21
	DEMAND	9	9	10	11	19	53			
#INTERESTED? 98 114 79 80 78 449 27% #INVITED TO RD / INTERVIEW 20 73 40 30 51 214 53% #ATTENDED RD / INTERVIEW 20 65 20 29 40 174 19% #INTERVIEWED 18 42 13 24 28 125 28% #CONDITIONAL OFFERS 8 24 11 9 22 74 41% #OFFERS ACCEPTED 7 18 11 6 19 61 18% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% #ATTENDED 1	#RJP VIEWS	132	144	126	169	142	713			Ī
#INVITED TO RD / INTERVIEW 20 73 40 30 51 214 53% #ATTENDED RD / INTERVIEW 20 65 20 29 40 174 19% #INTERVIEWED 18 42 13 24 28 125 28% #CONDITIONAL OFFERS 8 24 11 9 22 74 41% #OFFERS ACCEPTED 7 18 11 6 19 61 18% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% Image: Solution of the solution of	#INTERESTED?	98	114	79	80	78	449	27%	ep)	
#ATTENDED RD / INTERVIEW 20 65 20 29 40 174 19% #INTERVIEWED 18 42 13 24 28 125 28% #CONDITIONAL OFFERS 8 24 11 9 22 74 41% #OFFERS ACCEPTED 7 18 11 66 19 61 18% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% Image: Conditional offers Image: Condi	#INVITED TO RD / INTERVIEW	20	73	40	30	51	214	53%	by st	
#INTERVIEWED 18 42 13 24 28 125 28% #CONDITIONAL OFFERS 8 24 11 9 22 74 41% #OFFERS ACCEPTED 7 18 11 6 19 61 18% #ATTENDED FIRST DAY 7 14 9 6 16 52 15% Image: Comparison of the state of	#ATTENDED RD / INTERVIEW	20	65	20	29	40	174	19%	ate ced I	
#CONDITIONAL OFFERS 8 24 11 9 22 74 41% #OFFERS ACCEPTED 7 18 11 6 19 61 18% #ATTENDED FIRST DAY 7 14 9 6 16 52 15%	#INTERVIEWED	18	42	13	24	28	125	28%	er Ra redu	
#OFFERS ACCEPTED718116196118%#ATTENDED FIRST DAY71496165215%Image: Comparison of the stress of the stres	#CONDITIONAL OFFERS	8	24	11	9	22	74	41%	Filt age I	
#ATTENDED FIRST DAY 7 14 9 6 16 52 15% と Image: Second	#OFFERS ACCEPTED	7	18	11	6	19	61	18%	cent	
	#ATTENDED FIRST DAY	7	14	9	6	16	52	15%	(Per	
						-				
						-				

(P)

Example Master Scorecard



		1							
MONTH	FEB	MAR	APR	MAY	JUN	TOTAL			711 This and table
DEMAND	9	9	10	11	19	53			
#RJP VIEWS	132	144	126	169	142	713			
#INTERESTED?	98	114	79	80	78	449	27%	step)	
#INVITED TO RD / INTERVIEW	20	73	40	30	51	214	53%	by st	
#ATTENDED RD / INTERVIEW	20	65	20	29	40	174	19%		
#INTERVIEWED	18	42	13	24	28	125	28%	Filter Rate (Percentage reduced	
#CONDITIONAL OFFERS	8	24	11	9	22	74	41%	Filt	
#OFFERS ACCEPTED	7	18	11	6	19	61	18%	Leon	
#ATTENDED FIRST DAY	7	14	9	6	16	52	15%	(Pei	
#COMPLETED WEEK 1	7	14	9	6	16	52	100%		
#30 DAYS	6	13	8	5		32	91%	ate	
#60 DAYS	6	13	7	5		31	89%	on R	
#90 DAYS	5	12	7			24	80%	Retention Rate	
#180 DAYS	5	12				17	81%	Rei	
#RETAINED 1 YEAR									SEA
				52				NAVAL SEA SYS	STEMS COMMAND



SUMMARY

- TA&R is often "hard" because we suboptimize the system to deliver sub-optimal results
- Aligning the organization and key stakeholders around a common goal(end state) that is *Customer Focused* is hard work, but the results are worth the investment
- Build, Execute, and Measure a TA&R SYSTEM that has the same level of focus and attention as COST, SCHEDULE, QUALITY, & SAFETY





- Next up...Branding Your Company







Branding Your Company

Presented by:







- Recruitment VS. Marketing
- Building a Marketing Strategy
- Selling a Job or Selling a Career?
- Branding and Marketing Checklist







AN INTERIOR	HIC STRATEGY LOUGH
PEC	ISSER
11	

Recruitment Advertising	Post and Pray
Recruitment Marketing	Building and Communication the organizations BRAND & EMPLOYER VALUE PROPOSITION to attract and hire top talent that want to be a part of who you are – not people who want/need a job

Recruitment marketing begins with understanding the difference and having a healthy balance between outbound and inbound.

OUTBOUND MARKETING	INBOUND MARKETING
when you directly reach out to	when you create content that draws
potential candidates through tactics	candidates to your organization by
such as posting a job description,	aligning it with their interests and
running a paid advertisement, or	making it easily accessible online,
working with a third-party recruiter.	especially on social media.









Recruitment Advertising

Need 5 welders by October 15th

Recruitment Marketing

How do I build a plan to get the word out about who we are and what who are looking to hire now and in the future?









JOB Military.com

Recruiting





Attracts talent to YOU.



Attracts talent to jobs.







Up to **75%** of job seekers look online as part of their application process (website, Social Media, Etc.)

Most Jobseekers are the targeted population we are trying to reach... so we need to be prepared.





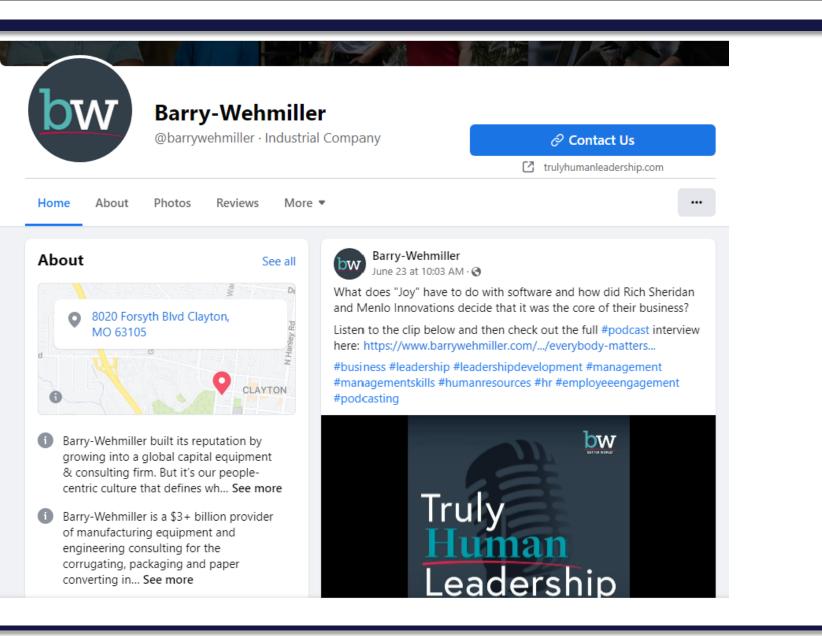








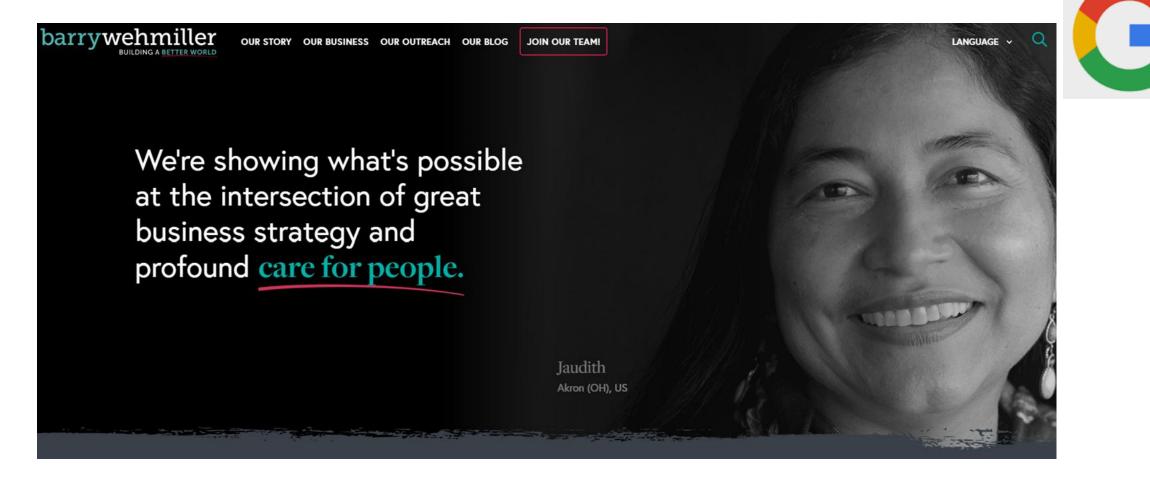


















COMPANY NAME

76,545 PEOPLE FOUND YOU ON GOOGLE

185 asked for directions -9.3% FROM AUGUST 2021 27 called you 35% FROM AUGUST 2021





WHAT CUSTOMERS ARE SAYING ABOUT YOU

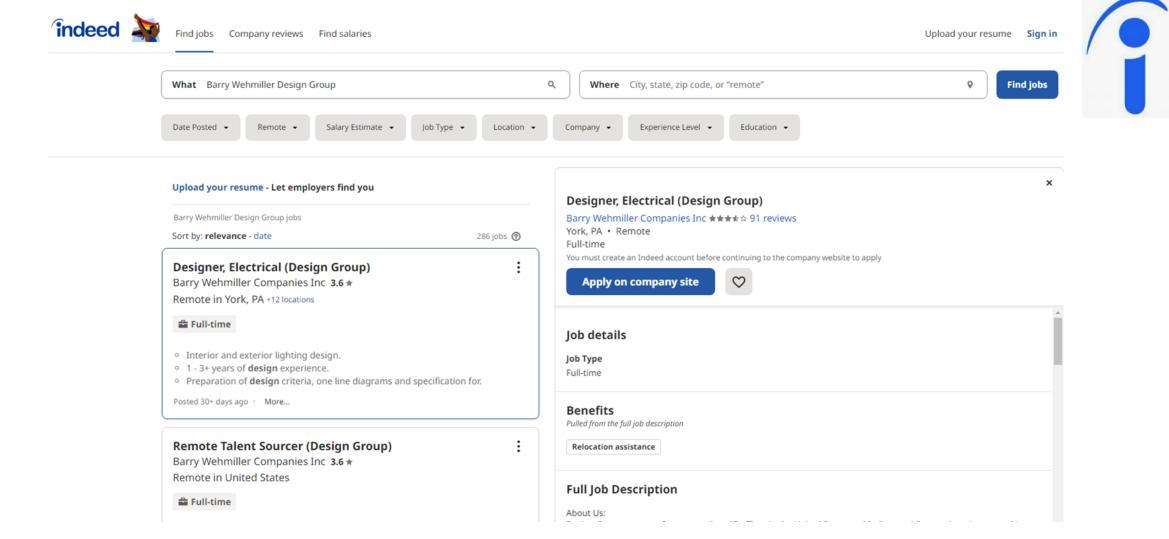
Right-click or tap and hold here to download pictures. To help protect your privacy, Outloo..





711















Barry-Wehmiller International Careers and Employment

About the company

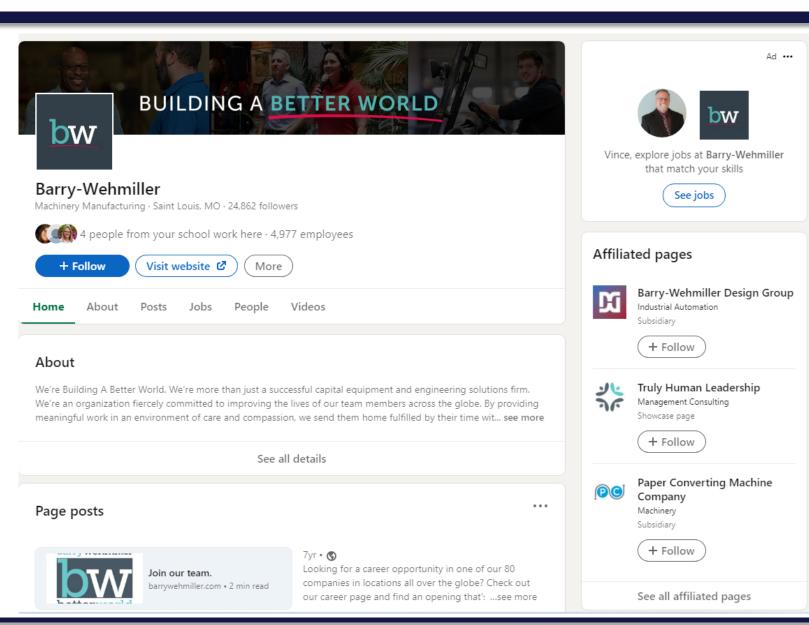












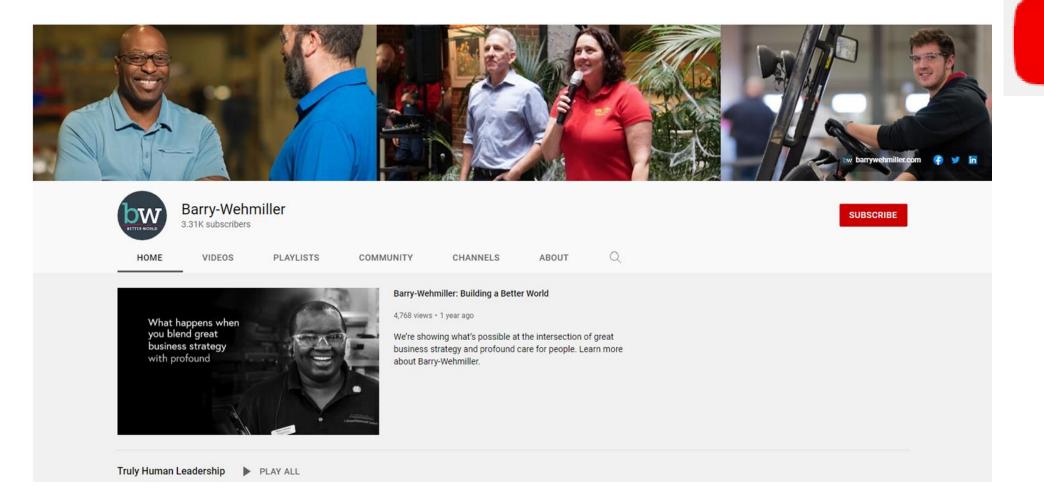


NAVAL SEA SYSTEMS COMMAND

















3.0 Nothing

Processing Associate, Lockbox (Former Employee) - King of Prussia, PA - January 23, 2020

Indeed Featured review
 The most useful review selected by Indeed

Was not happy there. I didn't feel like I belonged. The supervisor picked who he liked, and that did not include me. The management lacked overall experience.

Was this review helpful?

Yes No

🏲 Report 🏦 Share

3.0 Great entry level job for office services but awful pay and benefits.

Mail Clerk (Former Employee) - Tampa, FL - October 4, 2021

This is the perfect job for anyone who wants to get their feet wet into the corporate office setting or for someone who is about to retire. The client I worked for were always very friendly, accommodating, and an overall fantastic company! The Millennium Group as my previous employer; however needs work on multiple issues. The pay and benefits are below average, management have horrible communication and work ethic, and a few of my coworkers were unpleasant. Especially during the pandemic.

✓ Pros

Flexible schedule, client is great working with, and easy work load.

× Cons

Pay, benefits, management.

Was this review helpful?

Do you respond?

How do you respond?

What will you do with the information?

Do you ask staff to provide reviews?

Feedback is a gift... Don't take it personally









JOB

- Post openings on websites, job boards, etc.
- Sell what someone gets rewards and benefits



- Post openings on websites, job boards, etc.
- Sell your brand, who and why you are, and why someone should join you on your journey
- Sell your culture







- Establish team, define roles and set goals
- Identify target candidates
- Define employee value proposition- ask incumbents
- Identify all communication channels
- Create your inbound content
- Make content mobile friendly and easily accessible
- Develop right mix out outbound and inbound









- Gather a cross-section of members from across the company
- Establish your short-and long-term goals
- Gather input from staff on value proposition of working at your company
- Secure all social media sites
- Collect photos to share
- Place your standard messaging on various sites

- Assign team members to regularly review content
- Discuss and determine philosophy on reviews
- Create dashboard showing activity on each site
 - Likes
 - Views
 - Shares
- Develop format to review and share data.









- Define what success looks like in your company.
- It's ok to start small
 - Involve your employees
 - Pizza goes a long way to get information
- No Marketing team? Ask people across the company to help manage Social Media.
- Be Consistent.
- Set a regular schedule to review all recruitment branding content pictures and websites.







Welcome to the US Navy Team







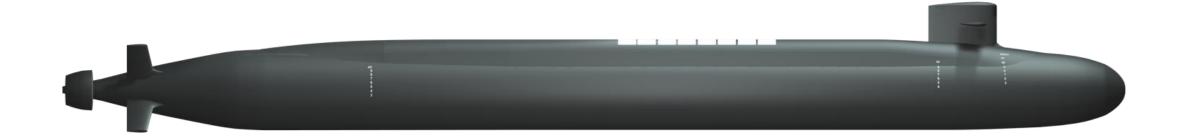
m 🥣





<u>MISSION</u>: Design, build, test, and sustain the Nation's sea-based strategic deterrent on schedule within budget

<u>VISION</u>: 12 by 42 with 70: Strategic Deterrence to Protect the Nation (12 COLUMBIA Submarines by 2042 carrying ~70% of the accountable warheads)



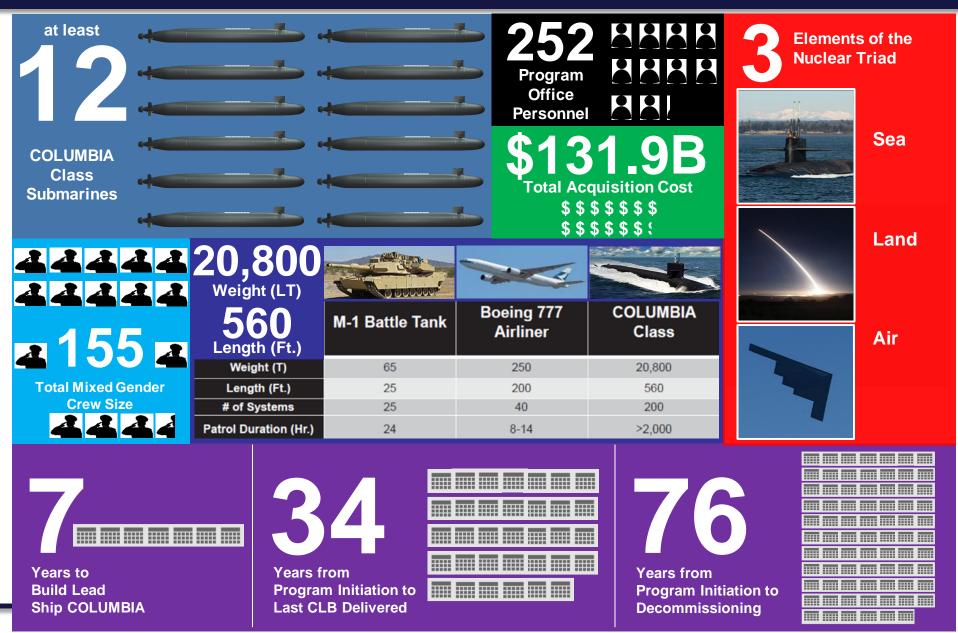




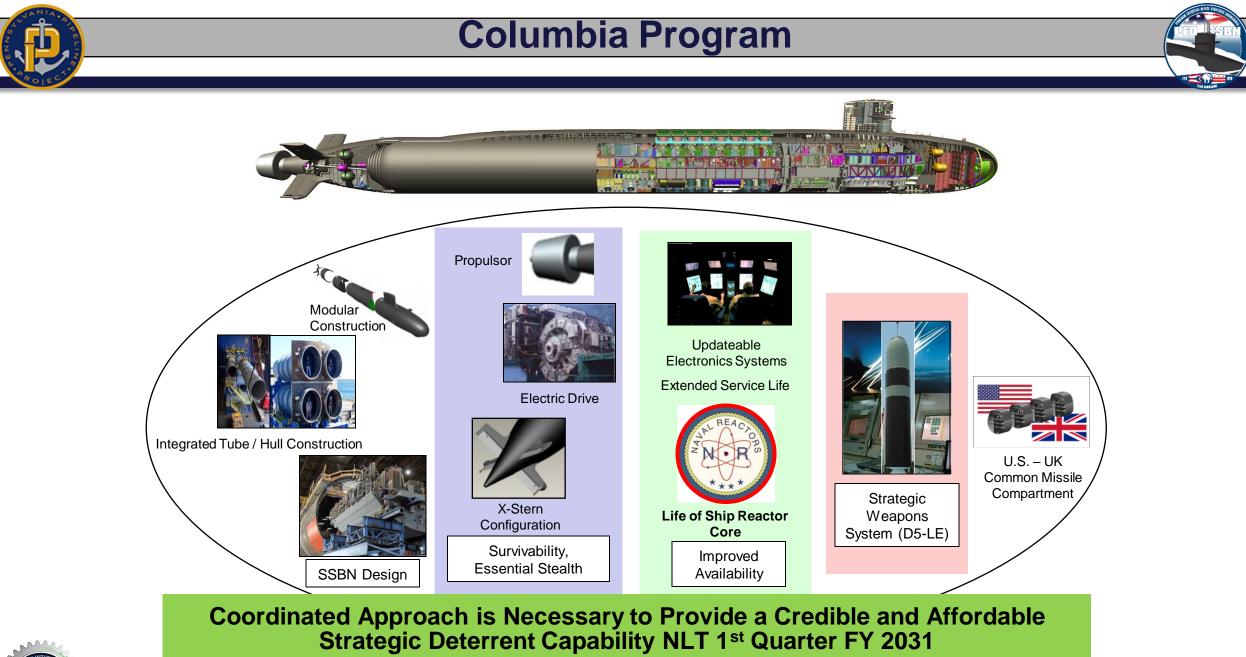


Columbia Program

















SCHEDULE:

- FY 21 Lead Ship Authorization
- FY 27 First OHIO Class Submarine Retires
- FY 29 UK DREADNOUGHT Need Date
- FY 31 Lead Ship (COLUMBIA) Ready for Patrol (no later than)

COST: (2020 Navy Cost Estimate) Estimate OSD Affordability Cap

- Average Procurement Unit Cost (APUC) (CY17): \$7.44B \$8.0B
- Average O&S Cost / Hull / Year (CY17): \$126M \$131M
- * Total Acquisition Cost (includes RDT&E, Procurement and MILCON (CY17)

\$99.5B







SUMMARY



- Recruitment Marketing won't have traditional success. It's about branding.
- Define what success looks like in your company.
- It's ok to start small
 - Involve your employees
 - Pizza goes a long way to get information
- No Marketing team? Ask people across the company to help manage Social Media.
- Be Consistent.

- Set a regular schedule to review all recruitment branding content pictures and websites.
- Transition from selling a "job" to selling a rewarding, fulfilling career with a Company that is doing something bigger than the products you make
- If you are in this room, you are part of the US NAVY.

— Next up...Pipelines









Pipelines

Presented by:

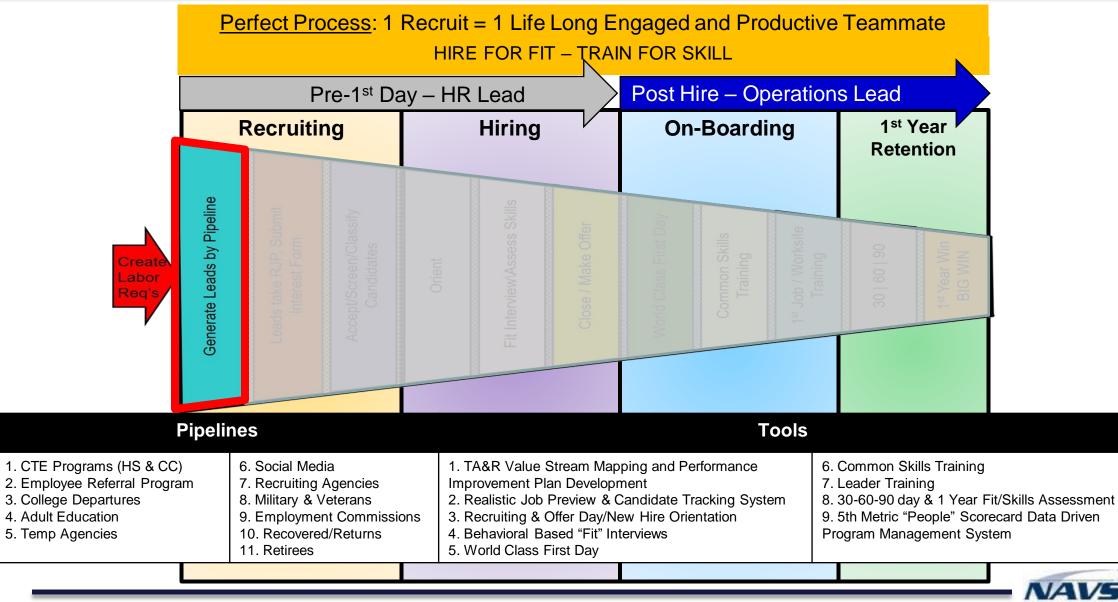








NAVAL SEA SYSTEMS COMMANE





- CTE's (High Schools and Community Colleges)
- Employee Referral Program
- College Departures
- Adult Education
- Temp Agencies
- Web Based Online Tools
- Recruiting Agencies
- Military / Veterans
- Employment Commissions
- Recovered / Returns
- Retirees









Career and Technical Education

High Schools

Community / Technical College

— Pool Size:

- School: 50-150
- Region: 500-2500

— Cycle Time:

- 3-4x Year
- 3-4 Months

— Pool Type(s):

- Trained Entry Level
- Trained Experience (Upskilling)

– Employer Keys to Success:

- Active Recruiting Strategy
- Annual Plans Predictable and Repeatable Cycles
- Build Relationships with Instructors
- Use Pervious Students as Recruiters



— Pool Size:

- School: 50-250+
- Region: 1000-5000+

— Cycle Time:

- Annually
- May-July

— Pool Type(s):

- Entry Level
- Trained Entry Level

— Employer Keys to Success:

- Active Recruiting Strategy
- Annual Plans Predictable and Repeatable Cycles
- Build Relationships with Instructors
- Use Pervious Students as Recruiters



Employee Referrals

— Pool Size:

Unknown

— Cycle Time:

On Demand

— Pool Type(s):

- Entry Level
- Skilled Experienced

— Keys to Success:

- Active Recruiting Strategy
- Use your best people
- Give them tools to have conversations

College Departures

— Pool Size:

33% of Current Student Body

— Cycle Time:

- Bi-Annually
- December and May

— Pool Type(s):

- Entry Level
- Skilled Entry Level

- Active Recruiting Strategy
- Use Career Development Services Departments







Military

Transitioning Service Members

- Pool Size:
 - Regionally different
- Cycle Time:
 - Monthly

— Pool Type(s):

- Skilled Entry Level (E1-E5)
- Skilled Entry Level with Leadership (E6-O3)
- Experienced Candidate (O3-O6)

— Keys to Success:

- Active Recruiting Strategy
- Use your current Vets as Recruiters
- TAPS office/Skillbridge
- Reserve and Guard Installations
- Reverse Engineer your Job Descriptions

Veterans

Previously Transitioned

- Pool Size:
 - Unknown

— Cycle Time:

- On Demand
- Pool Type(s):
 - Skilled Entry Level
 - Experienced
- Keys to Success:
 - Active Recruiting Strategy
 - Use your current Vets as Recruiters
 - Find local Veteran Organizations
 - Employee Referrals







Adult Education

— Pool Size:

School: 25-50

— Cycle Time:

- 3-4x Year
- 3-4 Months

— Pool Type(s):

- Skilled Entry Level
- Experienced

— Keys to Success:

- Active Recruiting Strategy
- Annual Plans Predictable and Repeatable Cycles
- Build Relationships with Instructors
- Use Pervious Students as Recruiters

Recovered

- Pool Size:
 - Unknown

— Cycle Time:

1 – 4 Weeks

— Pool Type(s):

- Skilled Entry Level
- Experienced

- Active Recruiting Strategy
- Humility
- Willingness to Change







Web Based – Online Tools

— Pool Size:

Practically Unlimited

— Cycle Time:

1-2 Months

— Pool Type(s):

- Entry Level
- Skilled Entry Level
- Experienced

— Keys to Success:

- Passive Recruiting Strategy paired with Active Recruiting Follow Up
- LinkedIn, Facebook, Instagram, Twitter, Indeed, Etc.
- Use Recruiters as first contact follow up
- Stay Fresh Post on regular basis
- Use with Employee Referrals

Employment Commissions

— Pool Size:

Unknown

— Cycle Time:

1 – 2 Months

— Pool Type(s):

- Entry Level
- Skilled Entry Level

- Active Recruiting Meet with Local VEC Reps
- Passive Recruiting Post on Job Board
- Utilize State Funding Resources







Temp Agencies

— Pool Size:

Based on current temp population

— Cycle Time:

1-4 Weeks after end of Contract

— Pool Type(s):

- Entry Level
- Skilled Entry Level
- Experienced

— Keys to Success:

- Passive Recruiting Strategy paired with Active Recruiting Follow Up once potential recognized
- Don't use Temp to Perm as sole strategy

Recruiting Agencies

- Pool Size:
 - Unknown
- Cycle Time:
 - 1 2 Months

— Pool Type(s):

Experienced

- Passive Recruiting Strategy paired with Active Recruiting Follow Up once Candidate Identified
- Use for senior level positions and experienced skill level







Retirees

— Pool Size:

Unknown

— Cycle Time:

• 6 months+ after retirement

— Pool Type(s):

Experienced

- Be flexible with work arrangements
- Many in the Great Resignation took early retirement to have better quality of life
- Leverage as trainers, mentors, coaches







Team Members Recruiter Profile

- Highly Engaged Team Member Example of what "Right" looks like
- Able to be the "face" of the Organization and sell the Organization
- Success story that relates to the Pipeline
- Approachable and enjoys connecting with people

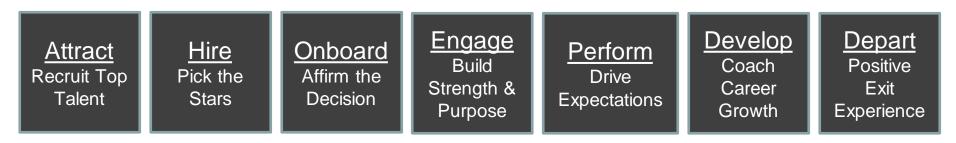








Teammate The Employee Experience







71



- Roles

- You are the direct contact with a Middle School, High School, CTE, or Veterans program
- Employee Referral Filter
- You will become the Subject Matter Expert for your role
- Responsibilities
 - Selling your Company to prospective candidates
 - (CTE Only) Create and Maintain Personal relationship with Instructors and Students
 - Identify and Support Recruiting Efforts including Recruiting Days, Job Fairs, Recruiting Visits
 - Look for fit 1st, then skill
 - Assess Employee Referrals and direct potential candidates to RJP
 - Provide Recommendations to Hiring Managers with HR Support on Potential Candidates









Talking Points

- To be used during recruiting visits.
- Can be modified for different types of recruiting visits.
- Use to build your "script" or "elevator speech".

- Why we exist our values
- What we build.
- Who we build it for.
- How it is used
- How we build it.
 - Machines, tooling, etc.
 - Organization/Team Structure
- How that translates to revenue and then a paycheck.









- Start with an introduction and a smile. Most individuals should come with conversation starters, if not here
 are some recommendations:
- Engage Interest/Experience:
 - "What career field interests you?"
 - "What is your previous experience?"
 - "What are you looking for in an employer?"
- Entice with Swag and Game:
 - "Would you like to pull a block from our Jenga game?"







SUMMARY



- Each pipeline has STRENGTHS and WEAKNESSES
- Not all pipelines produce the same candidate pool
- Leverage the pipelines that your DATA is telling you have the most return for your investment
- Employee referral is usually undervalued in its return
 - Low cost, but must be deliberate not just a standing policy, etc.
- Team Member Recruiters are an ideal way to attract high-potential candidates to your organization
 - They will look for potential teammates, not just for people who need a job

- Next up... Tools you can Develop, Deploy, and Measure Impact

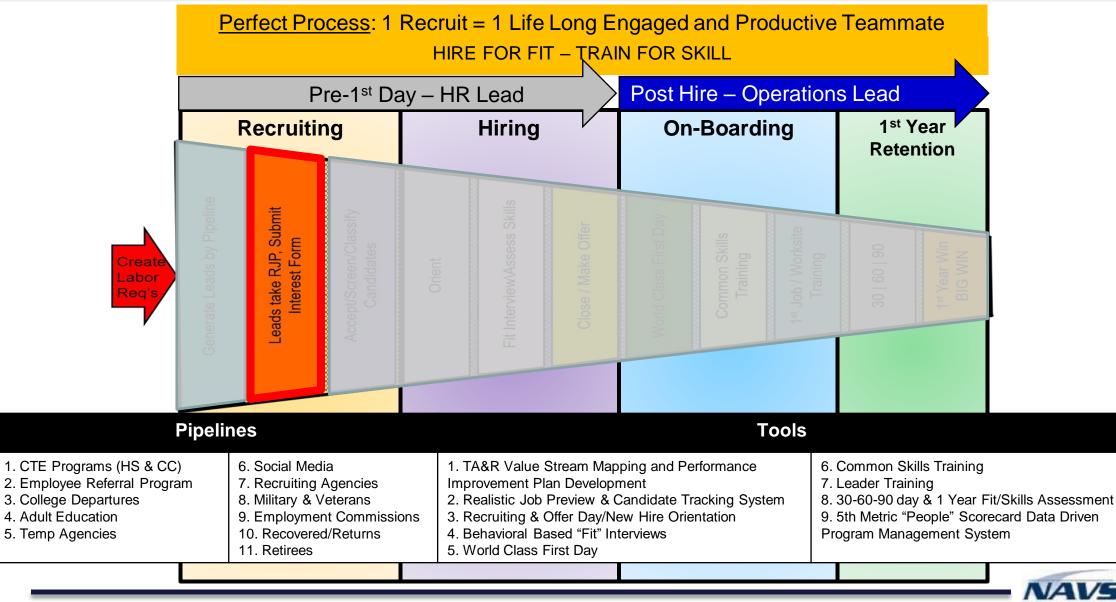








NAVAL SEA SYSTEMS COMMANE







- Platform for new Candidates to apply.
 - Tool to communicate expectations and company culture to prospective applicants, so the applicant can
 make a more informed decision on whether there is a good fit.
 - Allows for self selection out of the Candidate pool
 - Communicates Key Hiring Discriminators that set a Company above other organizations
- All Candidates enter the system though the RJP
- One stop to receive all applications
 - No more tracking multiple locations to track Candidates
 - Pairs with Applicant tracking system









- Key Attributes
 - Opening Video from President
 - Pre-qualifying questions
 - Employee Testimonials and Explanation of Work Environment
 - Overview of Rewards and Benefits
 - Instructions on How to Apply
 - Measures Pipeline Performance







- Applicant Tracking document tacks all aspects from RJP application to 1st year.
- Tracks all the initial contact from Recruiters and Recruiting Day invites
- Used to monitor the hiring and onboarding process
- Once hired, will track major contact points to the 1st year of employment
- Conditional formatted to show when milestones are behind







FNAME	LNAME	EMAIL	HOW DID YOU HEAR ABOUT US?	WHAT IS THE BEST WAY TO CONTACT YOU?	ENTER NAME OF SCHOOL / PROGRAM	EMPLOYEE REFERRAL? ENTER NAME	EMPLOYEE REFERRAL OFFICE	OTHER REFERRAL SOURCE?	TYPE OF WORK POSITION YOU ARE INTERESTED IN?	SHIFT INTEREST?	HIGHEST LEVEL OF EDUCATION?	EXPERIENCE, IF ANY, IN THE TYPE OF WORK YOU ARE INTERESTED IN?	TIME STAMP	INITIAL CONTACT	FOLLOW-UP CONTACT	POSITIVE CONTACT	CONTACT NOTES	FIT?
							RI	ECRUIT	ING			-		X				
DATA FROM RJP										DA	TA FRO		NE SCR	EEN				



m 🥣



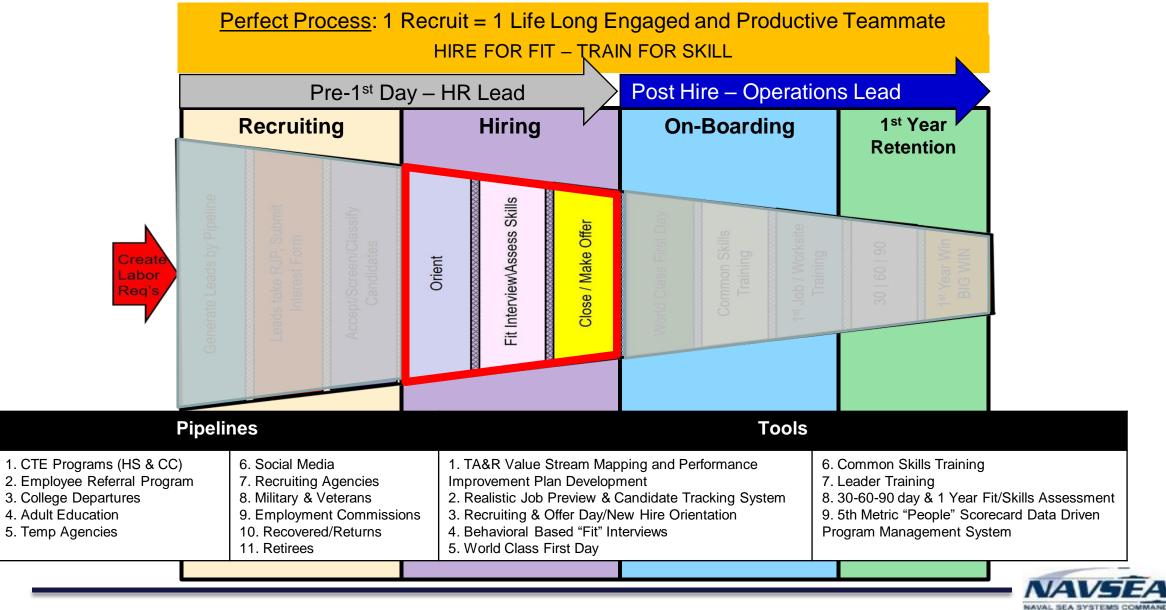
RECRUITING DAY INVITE	RECRUITINT DAY DATE	OFFER EXTENDED	FOLLOW-UP / OFFER ACCEPTED	FOLLOW-UP NOTES	START DATE	ATTENDED WCFD?	WCFD NOTES	1 WEEK CHECK IN	3 WEEK CHECK IN	30 DAY CHECK IN	5 WEEK CHECK IN	60 DAY CHECKIN	90 DAY CHECKIN	180 DAY CHECKIN	1 YEAR CHECKIN	TERMINATION DATE	TERMINATION REASON	
	HIRING					ONBOARDING			RETENTION									
DATA FROM RECRUITING & OFFER DAY						DATA FROM HR, OTHERS			DATA FROM EMPLOYEE AND LEADER									-



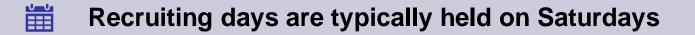
m 🥣





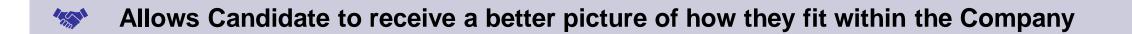






Allows for multiple Candidates to be interviewed at once

Allows multiple Leaders, Hiring Managers, Supervisors to access Company fit



Candidates that fit into "first fit then skill" category can receive on the spot offers



Recruiting days save the company money and time







Traditional interviews

- 1 hour each, 2 Interviewers, \$50 burdened rate
- Total Company cost \$10,000
- Plus
 - the loss of productivity while interviews are taking place
 - Multiple days of interruption = Cost of Frustration
 - Gaps between interview and offer
 - Candidate comparison challenging

Interviews on 1 recruiting day

- 6 hours each, 6-8 Leaders, Hiring Managers, Supervisors, \$50 burdened rate
- Total Company cost \$1,800-\$2,400 per event
- Plus
 - No production lost unless weekend work is typical
 - On the spot hires
 - Give Candidate and Company a better "first fit then skill" picture







	Recruiting Day Agenda
8:45	President / VP/GM Welcome
9:00	Business 101 and Core Values
9:30	Roles and Responsibilities
10:00	Break
10:15	EH&S Presentation
10:45	HR Policies/Information
11:15	Work Area Tours
12:15	Lunch
12:45	Task Based Exercise
1:45	Break
2:00	1 on 1 Discussions/Interviews & Offers







- Saturday's work well for prospective candidates
 - If they already have a job, they don't have to take time off'
- Consider inviting family members
- Include Operations team in key roles the more involved the more they take ownership of the new employee experience
- The tour is a good way to introduce the candidate to the environment, you also get to see how they pay attention, ask questions, etc. All influencers in the hire decision
- Not every candidate who shows up may get an interview
- Target: 4 candidates for every 1 position









What questions do you ask to find the "RIGHT FIT"?









- Do not ask yes/no and short answer questions
- Focus on open ended questions
 - Don't ask:
 - Do you like a fast-paced environment?
 - Do you like working outside?
 - Do you think Quality is important?
 - Do ask:
 - What type of environment do you prefer to work in?
 - Give an example of a good Leadership trait.
 - What is something you liked about your last job?
 - What was the biggest reason you did not like your last job?
 - Outside of work, what are you passionate about?
- Questions will breed follow on questions.











It's all about alignment with your Values



Try to get the "whole picture" of each Candidate







- Fit does not equal hiring the same person
- Diversity is needed in the work force
 - New ideas
 - Old ideas that didn't work seen in a new way
 - Lessons learned from their experience
- If you hire the same profile as your "best employee"
 - Improvements are stagnated
 - Change is more difficult
 - "We have always done it this way"
- Look for a Candidate that shares the Companies Values









- To find the Companies fit, you must know the Company Values
- The Company Values will drive the interview
- Ask questions like:
 - Which one of our values sticks out to you and why?
 - Give an example of how you used one of our values in past employment.
- If you do not fully understand the Company values, you cannot asses how a Candidate might fit in with the Company







Profile of a Cultural Alignment:

Profile of a Cultural Misalignment:

WHAT ARE THE CHARACTERISTICS OF CULTURAL ALIGNMENT?

WHAT ARE THE CHARACTERISTICS OF CULTURAL MISALIGNMENT?







Profile of a Cultural Alignment:

- —Does the right thing independently-High Integrity
- -Resourceful
- —Gives
- -Humor and Humility
- -Team-oriented
- -Self-motivated
- -Takes smart risks
- -Passionate
- -Hardworking
- -Gives constructive thoughts and feedback
- -Ownership mentality
- -Can accept feedback



- —Takes
- -Punters
- -Selfish
- -Self-first
- -Ignores feedback
- -Bad communicators
- --- "Fire-starters"
- -Insubordinate
- -Barely compliant when under supervision









- Describe a problem you have encountered and how was the problem overcome?
 - Does the right thing independently
 - Resourceful
 - Team-oriented
 - Self-motivated
 - Takes
 - Selfish

- Describe the last time you made a mistake and what was the outcome?
 - Humor and Humility
 - Takes smart risks
 - Does the right thing independently
 - Resourceful
 - Selfish
 - Self-first
 - Ignores feedback









- Access the Candidate as a whole person, not just answers to questions.
 - Questions can be played. Most will tell you what you want to hear.
 - Listen for the pronouns used, I, Me, Us, We
- Company fit starts from the RJP
 - How is it filled out?
 - Were all question answered?
 - Spelling, format, all caps, punctuation, detailed
 - Phone screen interaction



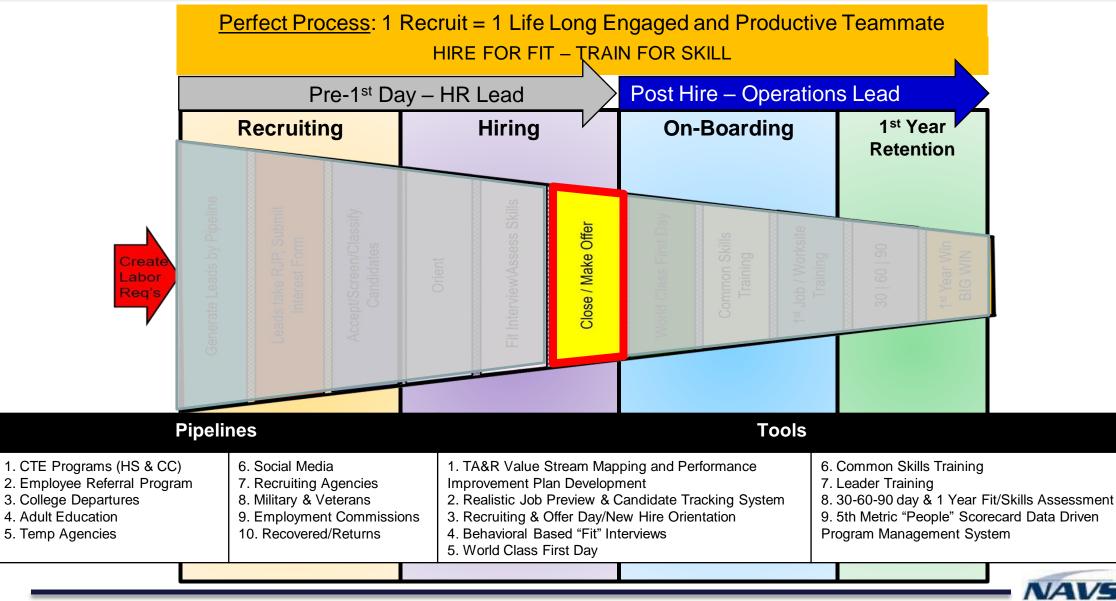
- Anyone can fake it for a standard interview
- During the Recruiting Day it is much harder to put on the show
 - All day event
 - A lot of interactions
 - They must focus on more than one "interviewer"







NAVAL SEA SYSTEMS COMMANE





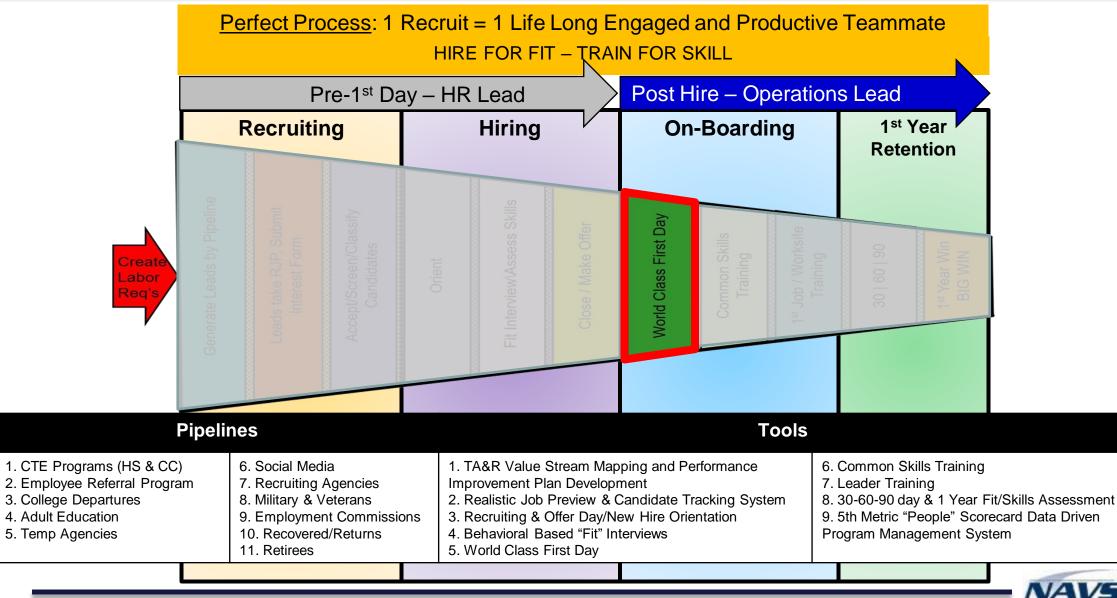
155	Extend Job Offer	Make a verbal offer Draft and offer letter Explain next steps
	Offer Accepted	Provide date for World Class First Day Request all new hire information needed
	Follow-up Communication	Call to check in with new hire Confirm WCFD
	World-Class First Day	Bring new hire onboard as a productive engaged employee







NAVAL SEA SYSTEMS COMMANE





- A new hire's first day on the job is often accompanied by nerves and anxiety.
- Creating an effective new hire first-day experience can benefit employees and the company by making new hires feel comfortable.
- A great first day on the job sets the tone and prepares new hires for their role at the company.
- Inform new hire and bring them in as engaged employee
- Introductions and involvement of Senior Leadership to build relationship and trust in the organization
- Prepare new hire to be productive successful employees







Objectives

- Agenda for the Day (what will new hire be receiving that day, i.e. Badge, PPE)
- Paperwork Review
- Brief Company History
- Expectations/ Core Values
- "Welcome" from executive leadership and direct leader
- HR Company Policies and Procedures, Benefits Overview
- Common Skills: What every new hire should know to be successful for the first day on the job
- Safety: PPE Required, all safety protocol
- Quality Brief
- Path Forward
- Work Area Orientation and on the job training

Example Agenda

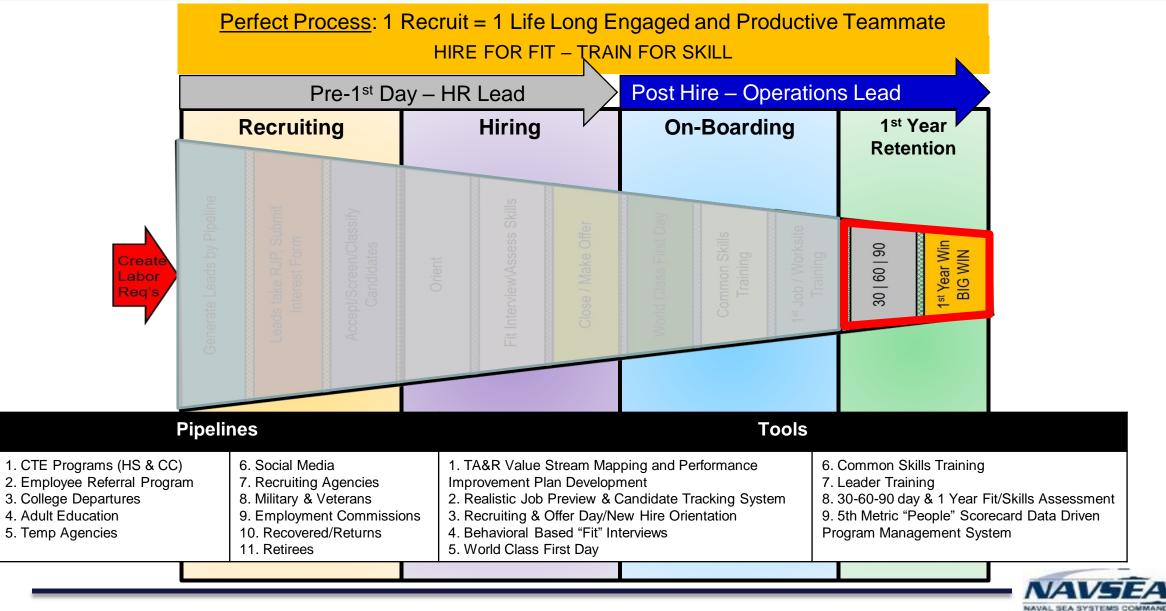
Time	Activity
6:45	New Hire Arrival
6:45-6:55	Badge Pictures
6:55-7:05	Director Welcome / Expectations
7:05-7:10	Manager Welcome / Expectations
7:10-7:15	Supervisor Welcome / Expectations
7:15-7:45	HR Welcome/ Agenda Review Turn in New Hire Packet
7:45-7:50	BREAK
7:50-10:00	Common Skills Training
10:00-10:30	Safety Brief
10:35-11:00	Quality and Regulatory Affairs
11:00-11:15	Lunch
11:15-11:45	World Class First Day Wrap Up/ Path Forward Expectations
11:45-12:00	BREAK
12:00-1:00	New Hire Intros to Team and Job Site Orientation













This is used to track the 5th Metric, people



Ensure New Hires are on-boarded to the Team



Find trends on why Employees are leaving and staying (Staying is more important)



Provide an overall health status of the Employees









M TMG	5 th Metric Scorecard								
Month:		Leader:							
	Team Snapshot								
	Metric		Value						
Total Headcount Start Nu	mber from the End of Last Month								
Minus the Number of Tea	ammates Who Departed		-						
Plus the Number of New	Teammates		+						
Total Head Count End									
Number of Open Position	ns								
	New Hire Snapshot								
Total New Hires (Less tha	ın 1 Year)								
Needs Supervision									
Works Independently									
Can Teach Others	Can Teach Others								

Names of Teammates Who Departed	Date/Reason	Names of New Teammates	Expectations & 1 on1 complete?	Start Date

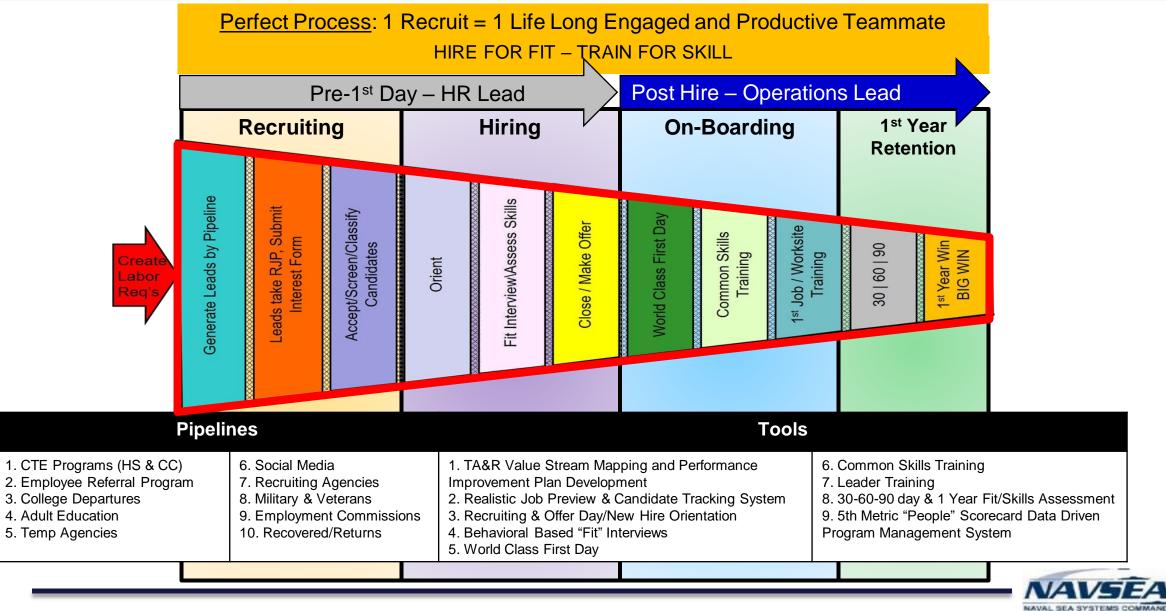


© TMG Inc. Tmgva.com













Presented by:







- Every member of the Company plays a role in TA&R
- This is NOT just HR's responsibility
- You will fall into one or more categories on the RASI Chart:
 - Responsible Those who do the work to complete the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.
 - Accountable. Answerable for the completion of the deliverable or task. There can be only one accountable specified for each task or deliverable.
 - Supporting. Those who play a supporting role in implementation.
 - Informed. Those who are kept up-to-date on progress, often only on completion of the task or deliverable







Recruiting Example

AND WORK AND SWIELD AND
PEOLISSEN
71

	Recruiting Roles								
Action/Process	Description	HR Director	HR Manager	HR Generalist	Training & Development	Recruiters	BD		
Pipeline Research and Development	Identification of new pipelines and POC's to establish the relationship between organizations	А	R	S	I	I	N/A		
Pipeline Maintenance	Maintaining communications with Pipeline POC's	А	S	I	I	R	N/A		
Recruiting Event Logistics	Coordination and Scheduling of Off Site Recruiting Events such as School Visits, Job Fairs, Presentations etc.	A	R	S	I	I	N/A		
Recruiting Event Execution	Conducting Recruiting Visits with CTE's / Schools, Attending and representing Company at job fairs and other recruiting venues	A	S	S	I	R	N/A		
Recruiting Event Follow Up	Back Briefing Key Stakeholders on results of events, potential candidates and lessons learned / best practices	R	S	S	I	I	N/A		
Recruiter Training	Update and Deliver Baseline Recruiter Training and Expectations for new and existing Company Recruiters	I	A	S	R	I	N/A		
Realistic Job Preview Update and Maintenance	Owns the RJP, Content Updates and Troubleshooting / Resolution of any issues concerning RJP	S	S	S	I	I	R		
48 Hour Follow Ups	Initial Phone Screen of interested candidates with 48 Hours of RJP Submission. Positive Handoff of information to Hiring Managers Candidate Tracking	A	S	S	I	R	N/A		
Candidate Review and Selection for Interview / FRD	Candidate review and selection for invitation to interview or attend Recruiting Day. Communication with SPA for invitations	A	S	S	I	R	N/A		
Online Job Marketing Online Job Marketing Materials (i.e. graphics, flyers, pictures) Consistently updates Social Media to ensure presence is up to date and relevant		A	S	S	S	S	R		







Hiring Example



Hiring										
		Roles								
Action/Process	Description	HR Director	HR Manager	HR Generalist	Training & Development	Recruiters	Hiring Manager			
Company Recruiting Day (FRD) Invitations	Sending out Warning Orders 1 Month Prior and Invitations 1 Week Prior to FRD	А	R	S	I	I	I			
FRD RSVP Tracking and Follow Ups	Tracking RSVP's and following up with invitees	A	R	S	I	I	I			
	Room Set Up, Name Tags, Lunches, Swag, Refreshments, Division Tour Stops, Slide Shows, Boat Exercise, New Hire Packets and Offer Letters	I	А	R	S	S	S			
FRD Event Execution	Serves as Event MC	А	R	S	S	S	S			
FRD Event After Actions Review	Collection and Compilation of AAR forms from Candidates and Company Teammates	А	R	S	S	S	S			
Candidate Tracking to Company First	Maintaining Situational Awareness of Candidate, Scheduling Pre-Hire Screening, and Communicating status of anticipated start dates to key stakeholders	A	R	S	S	S	S			







	On-Boarding and Retention									
					Ro	les				
Action/Process	Description	HR Director	HR Manager	HR Generalist	Training & Development	Recruiters	Navigator	Supervisor	Hiring Manager	
Company First Day Logistics	Room Set Up, Badges, Lunches, Swag, Refreshments, Slide Shows, PPE	A	R	s	S	I	N/A	N/A	N/A	
FFD Event Execution	Serve as Event MC	A	R	S	S	I	N/A	S	S	
FFD After Action Review	Collection and Compilation of AAR forms from New Hires and Teammates	A	R	S	S	S	I	S	S	
Navigator Check In's	Data Collection and Compilation of New Hire Check In's at 7 and 15 Days	I	A	S	S	I	R	I	I	
30-60-90 Day Fit and Skill Review	Data Collection and Compilation of New Hire Fit and Skill Reviews	I	A	S	S	I	I	R	I	
Annual Review	Data Collection and Compilation of New Hire Fit and Skill Reviews	I	A	S	S	I	I	R	I	









Program Management									
		Roles							
Action/Process	Description	HR Director	HR Manager	HR Generalist	Training & Development	Recruiters	VP/GM	Supervisor	Director of Ops
5th Metric Scorecard Data Reporting	Monthly Report of 5th Metric Data due by 5th of Every Month	I	S	S	I	Ι	А	R	S
5th Metric Scorecard Data Compilation	Data Compilation and Report Generation	А	R	S	I	I	S	S	S
Weekly TA&R Meetings	Weekly Drum Beat Meetings to ensure alignment with core team on all tasks, actions and initiatives	А	R	S	S	I	I	S	S
Monthly Demand Signal Meetings	Chair meetings on 1st Tuesday of Every Month. Establish 3 Month Forecast of Personnel Demand and determine current month recruiting targets	R	S	S	S	I	S	S	А
Monthly Program Review Slides and Reporting	Development of Monthly Status Review Slides for 3rd Friday Meeting	А	R	S	S	I	S	I	S
Risk Identification and Reporting	Identification of Risks and timely elevation of issues with recommended path forward	I	S	S	S	S	A	R	S
MAST Program Data Reporting	Reporting of TA&R Scorecard to MAST Program Management Team by 5th Day of Every Month.	R	S	S	I	I	A	S	S
New Staff Training	Performing, scheduling, identify the training available or needed for the Company	A	S	S	R	I	S	S	S









- Communication between HR and Operations is key to an effective TA&R system
 - RASI Chart assigns each task to an individual or job title
 - Only one individual can be held Responsible and Accountable, and it may be the same individual
 - Supporting and Informed may be a group or an individual
 - **RASI** Chart make is easy to identify the communication paths







- Right levels of Leadership are engaged
 - Senior leadership, Production leaders, HR, and others.
- Actively engaged early with partnered CTE programs
 - Promote and Support Recruiting Visits
 - Promote and Support Onsite Candidate Visits
- Attend Workshops, All Hands Sessions, and Program Reviews
- Provide Feedback/Barriers to Program Management







EMPLOYER	Pledged	POC	Email	Phone	#Applications Received	#Offers Accepted	# Started 1 st Day	#1 st Year Anniversary
1 HOLTEC								
Welding								
Machining								
2 AT&F CO								
Welding								
Machining								

- Employer
 - Name of Organization along with the types of positions you are hiring
- Pledge
 - How many entry-level positions are you looking to hire?
- Trained
 - Did you complete both TA&R workshop training events
- # Applications received
 - How many applications did you receive relative to the positions you are pledging?
 - How many who started are still with you 12-months later?

- # Accepted Offers
 - How many offers were accepted for the positions you are pledging?
- # Started
 - How many who accepted offers started their first day on the job?
- #1st Year Anniversary
 - How many who started are still with you 12-months later?







SUMMARY



- Getting interested candidates to opt out early is better than someone getting through to the first 90 days and then realizing there was misalignment in expectations – theirs and yours!
- You can teach skill, difficult to teach fit
- Use data to make better decisions about what is working, and what is not
- Overcommunicate throughout the process
- TA&R is a TEAM SPORT. Every level of leadership has a role in its success

– Next up...ATDM





POWERING AMERICA'S WORKFORCE



Accelerated Training (8 hrs/day, 5 days/week; 4 months)

(Equivalent to a One-Year Certificate Program at a Community College)

Industry-Driven With Tailored Curriculum To Meet the Requirements in Specific Sectors of the DIB

What is ATDM?

Targets Adult/Mature Learners

Produces Graduates With National Certifications

Four Program Tracks: CNC machining, quality control inspection (metrology), welding, & additive manufacturing





CNC Machining



m

Course Content:

- Machine Shop Safety and Best Practices
- CNC Operations
- CNC Programming
- CNC Machine Set up
- Geometric Dimensioning and Tolerancing (GD&T)
- Blueprint Interpretation
- Technical Mathematics
- Precision Measurement

- Haas Lathe Operator Haas Automation
- Haas Mill Operator Haas Automation
- NIMS CNC Mill Operator National Institute of Metal Working Skills
- NIMS CNC Lathe Operator National Institute of Metal Working Skills
- NIMS Milling: Programming, Setup and
 Operations Level I National Institute of
 Metal Working Skills
- NIMS Turning: Programming Setup and Operations Level I National Institute of Metal Working Skills
- OSHA 10 Summit Training Source



Quality Control Inspection (Metrology)



m

Course Content:

- Technical math
- Introduction to Metrology
- Machine Blueprint Reading
- Quality Control
- Introduction to Lean and Six Sigma
- GD&T Basics: Fundamentals Engineer
 Essentials
- Dimensional Inspection
- CMM Operation and Programming

- ASQ Certified Quality Inspector
- ASQ Certified Six Sigma Yellow Belt
- Coordinate Metrology Society Metrologist in Training
- Mitutoyo MSCOMOS C1
- NIMS Inspector
- OSHA 10 General Industry Summit Training Source



Welding

Welding

m



Course Content:

- GMAW (MIG Welding)
- FCAW (Flux core Welding)
- GTAW (TIG Welding)
- Blueprint Reading and Interpretation
- Technical Math
- Shipbuilding Terminology

- 2G FCAW with backing American Welding Society
- 3G FCAW with backing American Welding Society
- 4G FCAW with backing American Welding Society
- 2G GMAW-S with backing American Welding Society
- 3G GMAW-P with backing American Welding Society
- 4G GMAW-S with backing American Welding Society
- 2G GTAW with backing American Welding Society
- 3G GTAW with backing American Welding Society
 4G
- GTAW with backing American Welding Society
- OSHA 10 Construction Summit Training Source



Additive Manufacturing

Additive Manufacturing



Course Content

- Additive Manufacturing Processes
- Design Rules for Additive Manufacturing
- 3D Modeling & Slicing
- Working in 3D Space with Coordinate Systems
- Precision Measurement & Blueprint Reading
- CNC Milling Operations (Postprocessing)
- 3D Scanning & Reverse Engineering
- Material/Mechanical Properties
- Lean Manufacturing & Team Projects

- Autodesk Certified Associate in CAD for Mechanical Design
- Lean Six Sigma Yellow Belt
- SME Certified Additive Manufacturing Fundamentals
- Haas Mill Operator Haas Automation
- OSHA 10 Summit Training Source



How to Participate

- Send employees for upskilling
- Send pre-hires or conditional hires
- Recruit from pool of non-industry students
- Attend Workforce Connection Event each cohort to "recruit non-sponsored students"
- Schedule a virtual "information" session to present to students
- Organize a tour of the ATDM facilities
- Help refine our curriculum through feedback
- Recommend new courses based on your needs



Cohort Information/Scale-Up

Starting in January 2023, the ATDM program will scale-up starting with the welding program and adding more slots to CNC by May. Non-destructive testing (NDT) will be added as a fifth training track. The goal is to gradually increase to approximately 216 students per cohort by January 2024.

ATDM 2.0 & 3.0 At a Glance								
Cohort	Start Date	End Date						
ATDM2.2	August 22, 2022	December 14, 2022						
ATDM2.3	January 9, 2023 (TBD)	May 2, 2023						
ATDM3.1	May 2023 (TBD)	August 2023 (TBD)						
ATDM3.2	September 2023 (TBD)	December 2023 (TBD)						
ATDM3.3	January 2024 (TBD)	April 2024 (TBD)						



ATDM Application Information

Requirements:

- Must be 18 prior to class start date
- Must have a high school diploma or completed a GED
- Willing to relocate (non-industry students)
- Attend a virtual information session
- Must take a basic English/Math practice test
- Must be a U.S. Citizen or possess a U.S. work visa

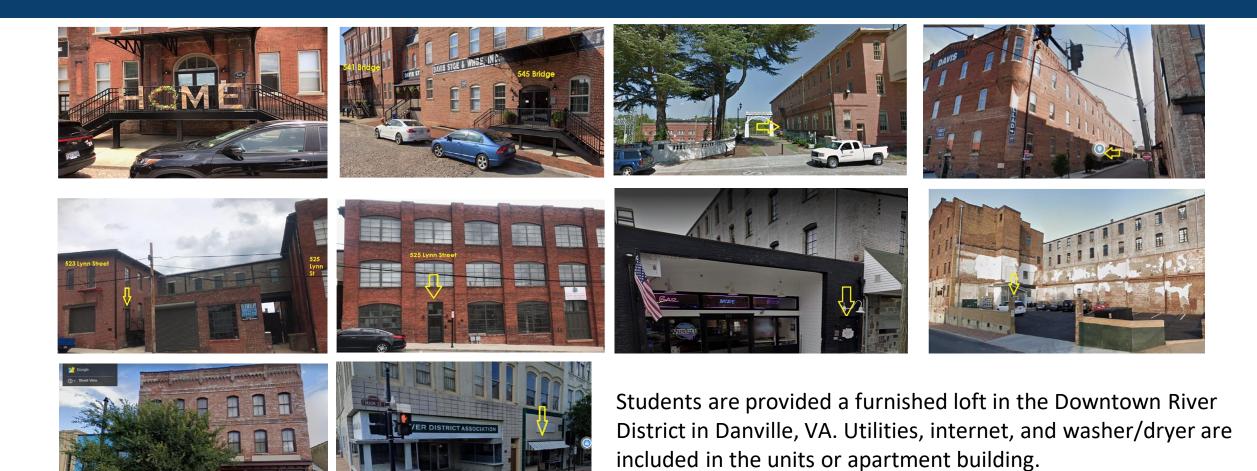
Other Information:

- Tuition is currently at no cost to student
- Scholarships cover the cost of housing
- Transportation is provided to and from class (if needed)
- Applicants who are accepted will have policies to sign and will be required to take a practice assessment test
- All students must pass the OSHA 10 test to stay in the program

To apply, go to our website at <u>www.atdm.org</u>. Click the red "Apply Today" button at the top of the page.



Housing – Downtown River District





Contact Information



Karen Hardy Assistant Director

Assistant Director Industry Engagement & Outreach 434-766-6621 karen.hardy@ialr.org



Joyce Culley Assistant Director Recruitment & Student Support Services 434-766-6692 joyce.culley@ialr.org



James Hubbard Assistant Director Training & Technology 434-766-6695 james.hubbard@ialr.org



CATALYST CONNECTION® POWERING POTENTIAL

Powering the Potential of Manufacturing

Economic Prosperity Through Manufacturing Growth and Expansion

© Copyright 2022. Catalyst Connection [®] . All rights reserved.

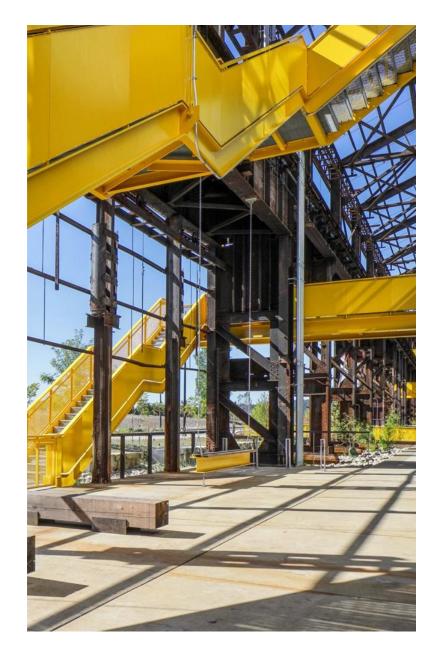
About us

Catalyst Connection is an economic development organization that is committed to Powering the Potential of Manufacturing through:

- Consulting Services
- Training Programs
- Workforce Development
- Technology Deployment



The PA IRC Netw



The future of manufacturing is here

- Located in Hazelwood Green / Mill 19:
 - Neighborhood of Pittsburgh, PA
 - Modern building built within the structure of a former steel mill
 - Co-Located with:
 - Carnegie Mellon University
 - Advanced Robotics in Manufacturing Institute



PA INDUSTRIAL RESOURCE CENTER (IRC) PROGRAM



- State funded program since 1988
- Represents 7 private, non-profit organizations that network and collaborate
- Promotes, supports, and strengthens manufacturing in PA
- Focused on serving small to medium sized manufacturers that make up 92% of the PA manufacturing base











- PRODUCTS Do you have a roadmap that enables you to double your growth by reaching new markets and customers?
- PROCESS Do you have the right approach for continuous operational excellence?
- PEOPLE Do you have the right programs in place to recruit, retain and develop talent?
- TECHNOLOGY Is your organization embracing and implementing Industry 4.0?

How we staff our workforce team



STEM Initiatives Companies



Job Seeker/CBOs/Apprenticeships





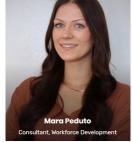








workforce Spec









People

Organizational Development, helping companies become an Employer of Choice



Support Services

- Partnering with Rhabit Analytics to offer Pulse survey for real time feedback on employee engagement and company culture
- HR Peer Network meets weekly to discuss common challenges, best practices and lessons learned

First Steps: Human Resources Audit, Job Analysis & Leadership Training Needs Analysis

BECOME AN EMPLOYER OF CHOICE



MANUFACTURING CAREER PATHWAYS

Middle School to Senior Leadership



TRAINING PATHWAY



EXPLORE THE NEW MANUFACTURING ExploreNewMFG.org







making inspiration making

Making YOUR Future

- Pre-employment training for job seekers aligned to manufacturing hiring needs
- Career counseling for job seekers
- Partnerships with over 60 local community organizations
- Job placement assistance
- Diversity, Equity and Inclusion training and consulting
- nbroadus@catalystconnection.org

Making YOUR Future

- ARC REAL Jobs grant

- Reimbursement of ToolingU classes or other training for existing workers

- CDBG grant

- Reimbursement of \$6,000 of salary for entry level new hires from Allegheny County that meet household income requirements

- Training to Career grant

- Reimbursement of \$3,000 of salary for entry level new hires from - any county in SWPA

- kgoodell@catalystconnection.org





ADVANCED TECHNOLOGY TRAINING INITIATIVE / LEARNING LAB

Foundational Skills Examples:

- Basic mechanical concepts
- · Basic electrical concepts
- · Problem-solving skills
- · Math / measurement
- · Familiarity with hand tools
- · OSHA 10 Safety
- · Quality Practices
- Production Processes
- Intro to maintenance concepts
- Interpersonal skills communications, teamwork, employability skills
- · Other

Delivered via Tooling U / Amatrol / CPT Self Paced Courses with associated credentials and/or entry level apprenticeship programs

Advanced Skills Examples:

- Mechanical maintenance
- Electrical Systems
- Control Systems
- Computer Aptitude
- Fluid Systems
- Robotics
- Additive Manufacturing
- Other

Delivered via 45 hour stackable certificate programs, using community college and similar instructors; continue to augment with leadership and communication skills

Hands on Learning Lab Examples

- Additive Manufacturing
- Artificial Intelligence and Machine Learning
- Robotics and Automation systems
- Other

Hands on Learning Labs located at Community Colleges, Mill 19, Neighborbood 91, and other similar locations





Presented by:









What inspires you to be in Career and Technical Education?









- Address career and college readiness goals, teaching real world skills and competencies; such as collaboration, critical thinking, problem solving, teamwork, innovation and communication.
- Programs are aligned with economic and labor market demands. This ensures employability for students, when they join the workforce.
- Use of appealing learning methods, such as learning by doing.
- Make use of contextual, applied learning, and project-based learning which helps students in seeing the relevance of what they are learning and how it can be applied in real life.
- Makes use of linked learning. In this approach, local businesses directly engage with the education school to enhance the relevance of programs.





What are some of the ways CTE programs in the Pennsylvania Talent Pipeline Project are improving student readiness to enter the workforce?







- "Heartbeat Leaders"
 - Profile of a New Hire/CTE Completer- Handout
 - Classroom Setup/Workplace Expectations
 - Parental Involvement
 - Ensuring Communications Up, Down, Across
 - Program Instructor Collaborations with Employers
 - Provide Feedback/ Barriers to Program Management







- Be the EXAMPLE Everyday
- Demonstrate Professional Work/Employability Skills
- Assign Leadership positions within the classroom
 - Example Welding instructor in Philadelphia assigns Senior Students role as Foreman
- Set realistic work goals and projects for students
- Peer to Peer Interactions









- Support Parental Involvement
- Promote and Support Recruiting Visits
- Promote and Support Onsite Candidate Visits
- Attend Workshops, All Hands Sessions, and Program Reviews
- Provide Feedback/Barriers to Program Management







- Failing to return calls/ messages from employers
- No involvement in interview process
- Improperly screening students
- Reporting inaccurate information
- Admin./Instructors- Active with coordinating/scheduling classroom visits with Employers and students visiting
- Top to Bottom- Not understanding Value of the program and being a participant







- CTE Master Scorecard '22-'24

- Career and Technical Center
 - Name of Center along with programs offered at CTE
- Capacity
 - How many students in a class?
- Instructor
 - Primary Instructor Name/Contact Info
- # Enrolled Expected Program Completers
 - How many will complete, by program in the Spring/Early Summer of 2023?
- # Screened Candidates
 - How many of those desire to go in workplace?
- # Accepted Offers
 - How many offers were accepted by students?







СТЕ	Capacity	Instructor	Email	Phone	# Enrolled Expected to Complete	# Screened Candidates	# Accepted Offers
1 A.W. Beattie							
Welding							
Machining							
2 Lawrence County Votec							
Welding							
Machining							

- Career and Technical Center
 - Name of Center along with programs offered at CTE
- Capacity
 - How many students in a class?
- Instructor
 - Primary Instructor Name/Contact Info

- # Enrolled Expected Program Completers
 - How many will complete, by program in the Spring/Early Summer of 2023?
- # Screened Candidates
 - How many of those desire to go in workplace?
- # Accepted Offers
 - How many offers were accepted by students?









A Systems Approach to TA&R Process Improvement

Presented by:







 An organized group of individuals, cooperatively working together to accomplish a common purpose.



Daryle Lewis, Scott Johnson, Christy Rudd, Renee McPheron, Stan Donahoo, Ken Massey

Together Everyone Achieves lore







- Common purpose
- Shared goals and outcomes
- Structure and organization
- Clearly defined roles
- Commitment to the principles of equality
- Opportunity to learn from mistakes
- Interdependency (must collaborate to accomplish goals)



Terri, David, Cheran, and Peggy











Build the Core Team

- —Ideal team size is about 4 10 members
- —Should be a cross-functional mix
- -Should represent areas affected by the project
- -Should include different skills and abilities

Identify Resource Members

- Chosen for their specific expertise
- Involved only in appropriate phases of project







- Learn as much as possible about the process
 - Interview the Project Sponsor/Process Owner
 - Talk to subject matter experts about the purpose of the Project
- Ensure appropriate team members are included
 - Know why team members were chosen
 - Pitfalls to "assigned" team
 - How to identify right team
 - SIPOC can help identify needs
- Who do you need that you don't have
 - Why? How to resolve
- Who do you have or need that may be a challenge?







- Notifying the team member's boss/supervisor
- Notifying potential team members
- Setting up first team meeting the kickoff meeting
- Setting meeting schedule
- Sending out calendar invites early
- Reminders the day before









- To show process simply and visually
- To clarify organization's understanding of how the current process actually operates
- To create baseline for future improvements to be made and measured

A current state map is a pictorial view showing how material and information currently flow.









- A big picture perspective that focuses on improving the whole but not optimizing pieces of the process
- A tool that requires physically observing the process area in question









- Start with the Process steps from your SIPOC
 - Usually 5-7 basic steps
- Expand / Breakout each step in more detail based on your process observations
 - Capture all steps of the process
 - Waits and delays
 - Moves and holding areas
 - Inspections, reviews, sign-offs
 - Rework loops
 - Set-up activities
- Expand each step as needed to see the waste
 - Perform Value Analysis of the process (VA, NVA)
- As part of understanding, review with users and adjust as necessary

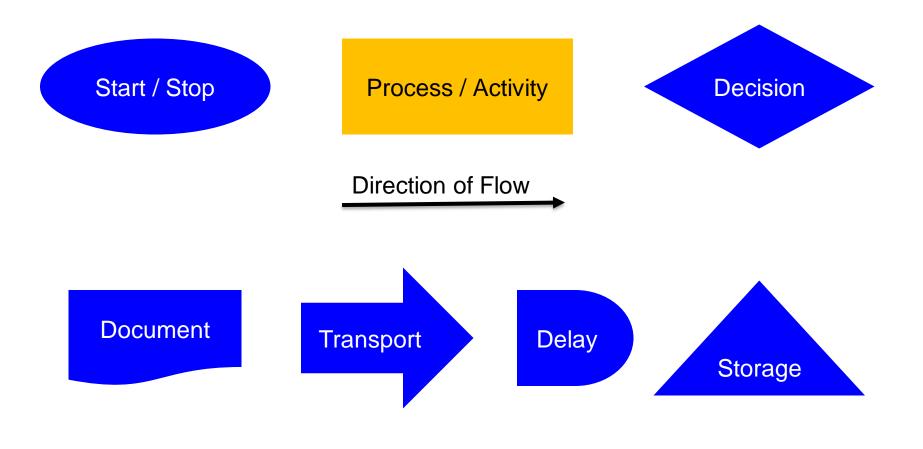








Common Process Mapping Symbols











- It allows us to identify those process steps which do not add value to the customer in order to:
 - Identify and eliminate the hidden costs
 - Reduce or eliminate unnecessary process steps
 - Reduce the process cycle time
 - Increase capacity by better utilizing resources









Any step or activity in a process is considered **VALUE ADDED (VA)** if it meets <u>ALL</u> of the following:

The customer wants it

<u>AND</u>

It changes form, fit or function of product or service AND

It's done right the first time (not rework)









PDCA	DMAIC	A3 / Kaizen Events	Basic Problem Solving		
Plan	Define	Clarify the Problem	1. Create Team and Collect		
		Set a Target	Information		
	Measure	Understand the Process	2. Describe the Problem		
		See the Waste	3. Define Containment Actions		
		Analyze the Root Causes	4. Analyze the Root Cause(s)		
	Analyze	Develop Countermeasures	5. Define Possible Corrective Actions		
Do	Improve	See Countermeasures 6. Implement Corrective Action			
Check	Control	Evaluate Results and Processes	7. Define Actions to Avoid Recurrence		
Act	Control	Standardize Success	8. Congratulate your team		

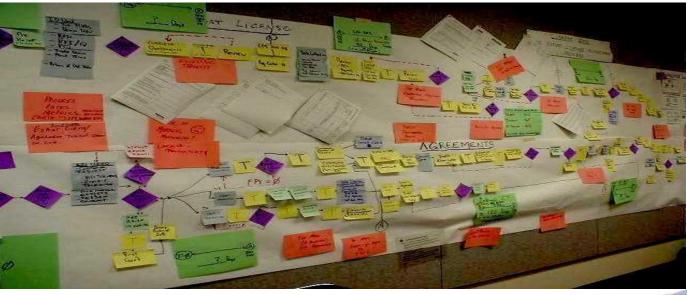








- A visual tool to help see and understand the flow of Material and Information with the purpose of identifying and eliminating the waste and bottlenecks within the system
- <u>Value stream analysis</u> separates the activities that contribute to value creation from the activities that create waste and identifies opportunities for improvement.









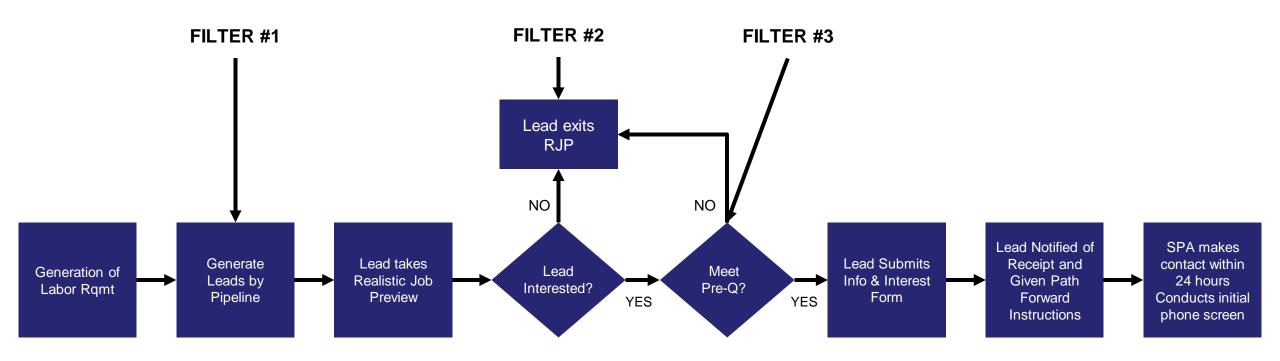


IMPROVEMENT PLAN

	Problem / Opportunity for Improvement	Proj, RIE or JDI	Assigned to:	ECD	Proposed Start
1	List the Opportunities identified during VSM&A . Define the Problem as clearly and concisely as possible .	Determine type of event needed to resolve	Assign to a SINGLE PERSON for accountability	Whend does this have to be completed?	When should this action start?
2					
3					
4					
5					
6					





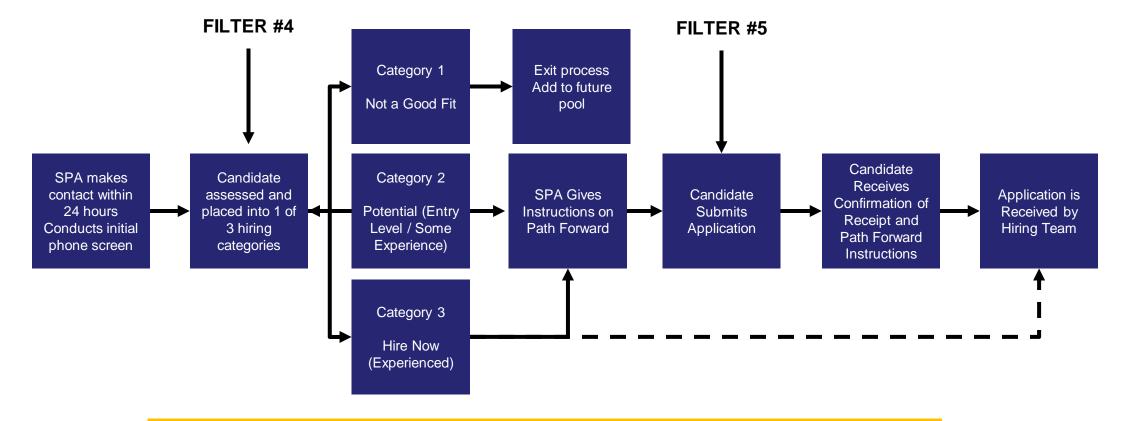






711 - 💓

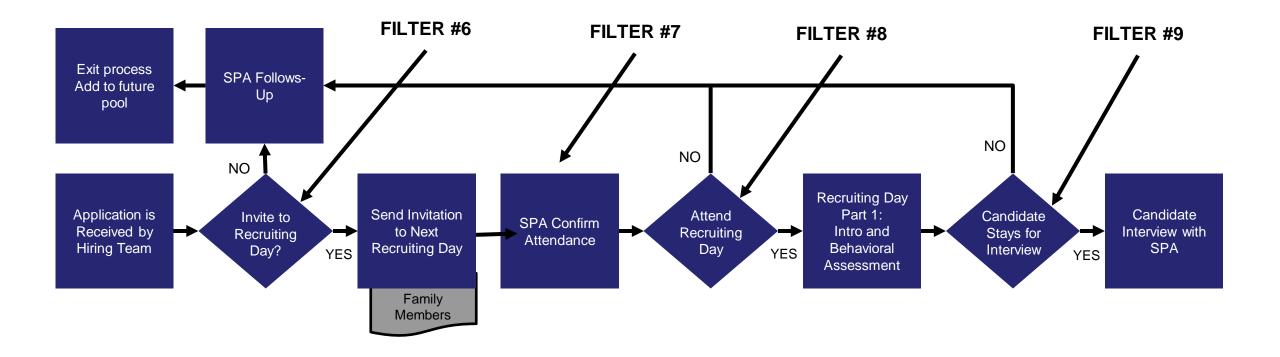








71

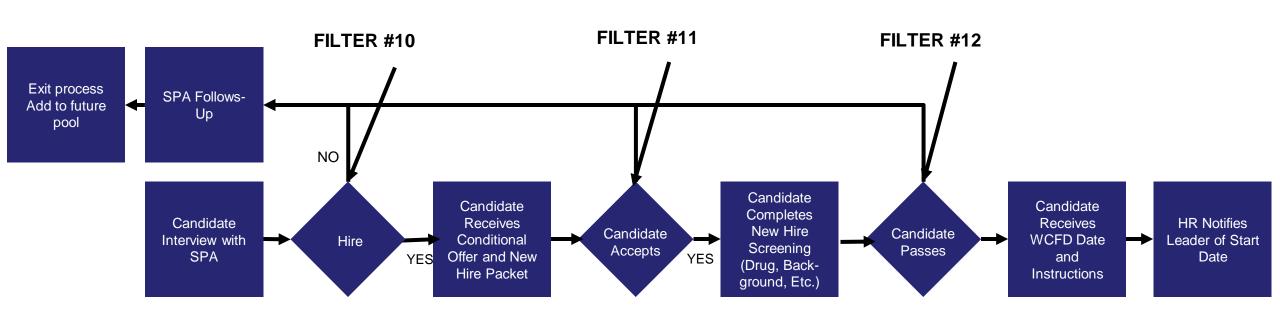






71

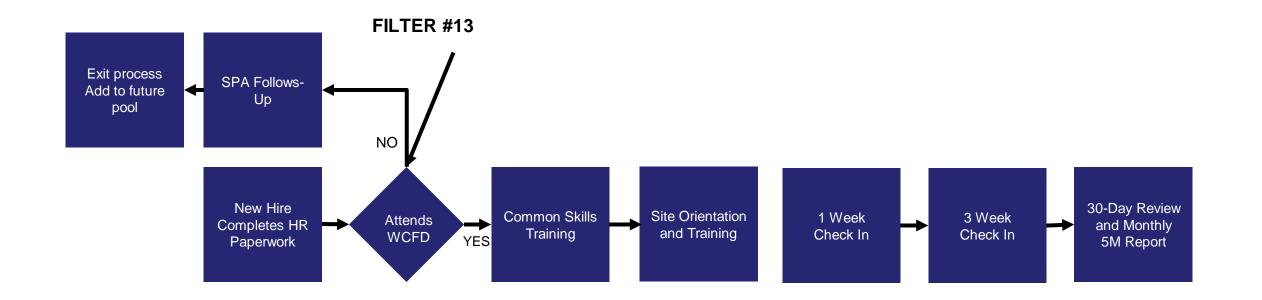
















m 🥣









711





Presented by:







- Core Outcome Metric: Number of employers with a reliable year over year TA&R Pipeline to run a better business and increase industrial capacity.
 - Partners are required to attend Training Events throughout the program year
 - Conduct a needs-assessment to determine additional resources required to move Partners from Improving to Performing
 - MAST Pipeline Team will conduct a Current State Value Stream Map to develop a Performance Improvement Plan for each Partner
- MAST Pipeline Program Support
 - TA&R Value Stream Mapping and Performance Improvement Plan Development
 - Realistic Job Preview
 - Recruiting & Offer Day/New Hire Orientation
 - Behavioral Based Interview
 - World Class First Day
 - Common Skills Training
 - Leader Training
 - 30-60-90 & 1 Year Fit & Skills Assessment
 - 5th Metric Scorecard Data Driven Program Management System:

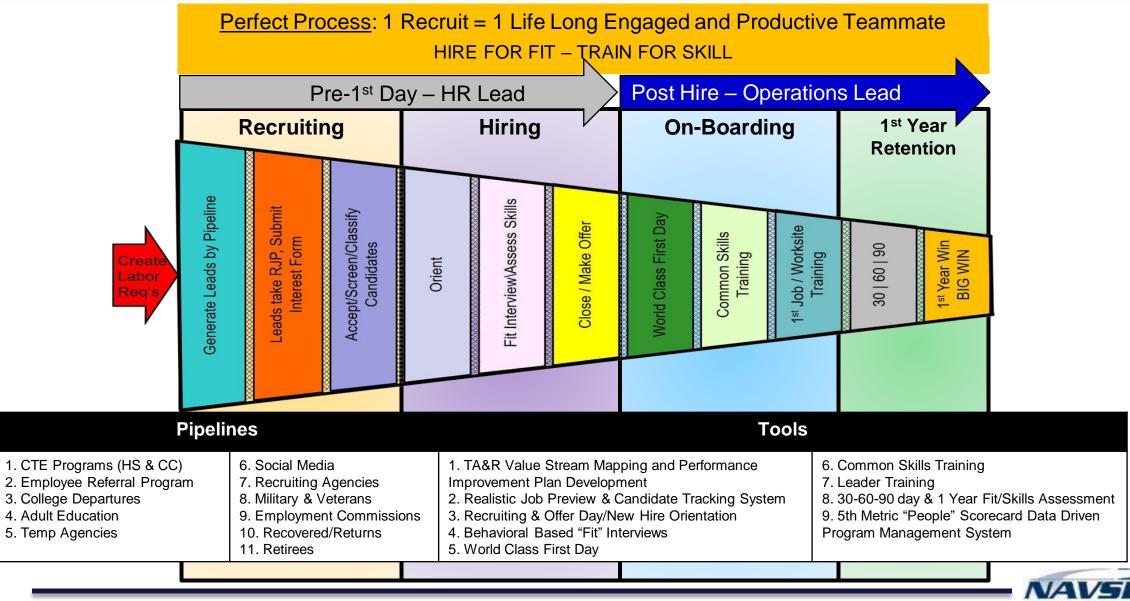








NAVAL SEA SYSTEMS COMMAND







Presented by:







Employers

- Identify Demand and Skills
 - What skills do you need? How many?
- Coordinate CTE Recruiting Visits
 - Work with CTE Centers and Facilitators
- Coordinate Onsite Candidate Visits
 - Work with CTE Centers and Facilitators
- Review Applications, Schedule Interviews, Make Offers and Provide CTE Feedback

CTE Programs

- Identify and Report Capacity, Enrolled Seniors
- Screen Candidates and Report out
 - Entering Workforce, Attendance and Skill Attainment
 - Instructor Recommendations Highly Regarded
 - Prep Class for Recruiting Visits
 - Handouts- Application Tips, Interviewing Tips, Securing the offer
- Identify and Prep Interested Candidates for Onsite Visits
- Report Candidate Applications and Offers
 - Accepted and Declined Offers







August 23, 2022 September 14, 2022	Talent Acquisition and Retention Workshop – Recruiting and Hiring August 23 – Marriott North Pittsburgh, Cranberry Twp. 8 – 4 September 14 – GE Power Conversion, 8 - 4		
September 20, 2022	CTE's provide # of Enrolled Seniors by Program		
September 21, 2022	Pennsylvania Talent Pipeline Program: Pittsburgh Flag Employer/CTE Program Matching. Pittsburgh Marriott North, Cranberry Twp. 9:00 – 12:00		
September 30, 2022	Employers notify Program Manager (PM) of specific screening requirements and logistics (e.g. Interview Schedules/Set ups, Workkeys, Onsite Visits, Other Pre-Employment Testing Requirements)		
October 2022	Employer and CTE Training – As Needed Location and Time TBD		
November 23, 2022	Finalize 2022-2024 CTE Candidate Pool. CTE Programs Screen for Candidate Desire and Potential to enter Workforce upon CTE program completion.		
November 29, 2022	Career Discovery Day and Project MFG Welding Competition Pittsburgh Technical College. 7:30 – 4:00		
December 16, 2022	CTE's provide # of visits by Employer Partners		
December 2022	Employer and CTE Training – As Needed Location and Time TBD		







January 1, 2023	Employers actively pursue applicants for all desired positions
February 9, 2023	Deadline for applications submitted to Employers
February 9, 2023 – March 24, 2023	Employers schedule and conduct interviews and make contingent job offers
February 24, 2023	CTE's provide number of applications submitted by Program
February 17, 2023 April 26, 2023	Talent Acquisition and Retention Workshop – Onboarding and Retention Feb 17 – Location TBD, 8 – 4 April 26 – Location TBD, 8 – 4
April 15, 2023	Employer deadline to submit Contingent Offer statistics
April 25, 2023	Final "Draft Day". Employers announce New Teammate Selections and CTE's provide list of screened students who have not yet accepted a job offer. Location and Time TBD
June 24, 2023	Signing Day. Location and Time TBD
July 1, 2023	Employers begin reporting data







- Understand the realities of your specific challenges
- If needed, gauge your Organizations willingness to change
- Request an On-Site Assessment and Customized Workshop
- Leverage our Services to support as needed
- Attend one of the Onboarding and Retention Workshops









Presented by:













