Workforce Learning Summit Innovation or Best Practice

Beaufort County Community College

Extreme Partnering for High Stakes Training

Beaufort County Community College (BCCC) has been in the partnering business for over twenty years with NCWorks Centers and their forerunners. Over the years, this partnership has continued to grow with the addition of more partners and services, shared facilities and resources, and professional development and cross-training. During the development of one of our recent training programs with idX, the partners fine-tuned the process to an extreme level to save idX time, money, energy and hiring failures.

DETAILS

Extreme partnering began with the attempt to solve a training issue for idX. A plant expansion predicated the hiring of more skilled workers. idX sought out an agency to screen and hire new employees for immediate relief of their problem. Unfortunately, a skilled workforce in woodworking was not to be found in the immediate area.

The idX Plant Manager first discussed his problem at an economic development meeting and then at an Innovation Partnership meeting at which representatives from BCCC, Region Q Workforce Development Board and NCWorks, and the Economic Development Director were present. Each of the representatives returned to their respective organizations to begin discussing a multi-pronged approach to resolving the problem. The BCCC President, Economic Development Director and the Division of Workforce Solutions Manager met jointly with the Plant Manager to address his needs with a wide variety of options from the partners. He was asked to give us a chance to design a partnering process to meet his company’s needs.

Shortly thereafter, employees from each of the partners began to work together to lay out a partnering process to screen, provide OJT (on-the-job training), conduct customized training or vestibule training, use CRC and HRD to assist in a 90% hiring rate with 100% retention of the selected employees. idX saved money, time, and energy. The temporary agency was no longer needed and the extreme partnership evolved as a model of using joint community resources to meet the customers' needs.

Implementation began in September 2014.

Partner Type(s):
- Business/Industry (direct involvement)
- Economic Development
- Workforce Development Board
- Career Center
- Public Schools
- Nonprofit organization(s): Literacy Volunteers for Tutoring
Impact/Outcomes

The unusual, high level of collaboration of the partners as reflected in the flowchart (see below) created a broader cross-trained project management team to respond to business and industry needs in the community. The partners eliminated embarrassing moments of partners stepping on each other’s toes. This cross-trained team became an asset to the Economic Development Director in recruiting companies to our area. Responses to requests for training assistance were made by the team in monthly meetings for “greater good” rather than for self-serving reasons.

Funding Source(s)
This was a blended model of partners providing training assistance. The project has been ongoing for one year and will continue during the next hiring phase. No records were kept of the total budget. As the flowchart shows, this was a combination of time, energy and effort plus funds from the partners depending on the needs and training solution for each potential employee.

REFLECTIONS

Innovation or Best Practice
The unusual high level collaboration of the partners enabled idX to use all of the partner resources without duplication of services in a process that was seamless and transparent to idX.

Lessons Learned
The “greater good” approach serves local businesses and industries more efficiently and effectively. Shared resources enable more comprehensive and better programming for our customers.

Scalability
The Extreme Partners are already working with six other businesses, industries, a government agency, and a municipal group for joint provision of services.

RESOURCES

Workforce Learning Summit Presenters
Dr. Barbara Tansey, President, Beaufort County Community College
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See below for flowchart showing collaborative services for idX.
(Image also available on BCCC Innovation web page via www.align4ncworks.org.)