

Career Pathways Subcommittee
Friday January 16, 2015
LTC

Review the states Job Center of Wisconsin Financial website:

The subcommittee reviewed the Job Center of Wisconsin Financial web site to ensure there is a comprehensive list of occupations listed. There were additional occupations that could be added which include - Insurance Call Centers –Billing, Customer Service, Imaging, Customer service in claims, Subrogation and SIU/ Fraud.

The subcommittee navigated the web site to determine what pages and links would be most beneficial to link to from a Career Pathways Web page. This is something that the subcommittee could develop to create a web site as a holding house for the membership.

The “My Skills My Future” or “My Next Move” tabs appear to be the best choice to link out to. The subcommittee felt that the “My Next Move” tab looks nicer and more eye catching. The subcommittee also discussed having an “Educational Tab” to link out to the two and four year college’s insurance-related degree pages on its’ website.

Replication of DVR’s “Customer Service Professional Training Program”:

Scott Schlicher from the DWD discussed the “Customer Service Professional Training Program” they developed and implemented in 2014. They will be transferring the training to NTC in Wausau. They plan on having two training programs run in 2015. They will be adapting the program to last 6 weeks for 6 hours per day. The intention is to have people to be job ready. The key with transferring this type of program is that each company would have input into the program to fit the company needs. The committee will consider future grant funding opportunities to fund this type of training program.

Career Pathways for millennials and Baby Boomers:

The subcommittee discussed retiring workers who already possess soft skills who are looking for a new occupation due to physical limitations in their existing job. Two areas that appear to be a good focus area are healthcare and education workers. The subcommittee pointed out that an important distinction are groups that want to make an occupation change not forced to make the change. In addition, there needs to be outreach to liberal arts/psychology degree students about the opportunity for customer service occupations at insurance organizations.

Next Steps:

- Ann and Sandy will begin the development of a website, which will be demonstrated at the full membership meeting.
- Ann will contact UWGB and UWO in identifying potential representatives to participate.
- A Doodle poll will be sent out to determine a date for the next meeting in mid-March.