

Postsecondary Training Sub Committee Meeting
Monday, October 13, 2015
NWTC

Attendees: **Mike Vander Heiden** (Assoc. Dean, BIT), **Julie Ebben-Matzke** (Assoc. Dean, BIT), **Brian Bargender** (Humana), **Linda Bartell** (New ERA), Ann Franz (NWTC), **Sandy Folsom** (NWTC)

Recap of last meeting:

They identified training opportunities, core capabilities/skills:

1. Fundamental math skills
2. Critical thinking skills
3. Communication skills
4. Soft skills
5. Brian identified efficiency in handling calls and problem resolution
6. Brian identified ability to control the call
7. Brian identified the need for native speaking Spanish as well as English

The committee discussed the length of time in a role is needed before the employee can move up/ be promoted? Are there career pathways available and necessary in order to achieve promotional opportunities?

Representatives from FVTC, LTC and NWTC will be sharing the curriculum and are evaluating what courses it will take to be prepared. They would like to work on coming up with a certificate program.

In the K-12 group is there an opportunity for job shadowing? Ideas are for financial literacy, a career night, transcribed credit – take a college course in high school to get college credit.

The Leadership Academy will provide:

1. Conflict Resolution Skills
2. How to work on a high performing team
3. Peer Leadership
4. Problem Solving
5. Behavioral safety

The group discussed Insurance companies conducting a survey of their current workforce and skills needed to move up.

One of the committee members provided insight into their companies hiring and promotions:

- Does a lot of internal training
- More concerned with employees already having good soft skills coming in the door
- They use the phone interview for soft skills screening. If they don't meet the standard they stop the process.

- They have a prejudice for people with a 4 year degree. That is a way of weeding candidates
- If they can find the right people with an associate degree, they will hire them – ie – paralegal degree for SIU positions and then assist them in paying for a 4 year degree
- Paralegals are good because of their training in reading and writing contracts
- They typically don't do internships because of HIPPA laws
- Internships don't go through HR, they go through the business unit
- Most of the hires in Brown County are call center. Humana has three primary locations in Brown County along with people who work out of their home. Approximately 4000 employees.
- Most of their business analysts are in Kentucky

Action Steps:

- 1) Sandy will research company web sites for what positions companies are hiring:
 - SIU
 - Call Center
 - Subro
 - Claims

What are the top occupations within insurance companies?

Where do you find this talent?

What degree programs are you pulling from?

What are the hiring needs?

We will review these occupations at the November 12th meeting.

- 2) Mike will share the curriculum at the November 12th meeting.
- 3) Eventually we will want to construct a survey that will go out to Insurance companies regarding where they pull their employees from. What degree programs do they look for and why?
- 4) Have Thrivent share their college internship program.
- 5) Parking lot item – Hispanic recruitment.