

**The North Dakota  
WORKFORCE TRAINING SYSTEM**



**PRESENTATION TO**

**NORTH DAKOTA LEGISLATIVE COUNCIL**

**WORKFORCE COMMITTEE**

**October 29, 2007**

**By Dale Knutson**

**NDSCS Dean of College Outreach Division and Director of Workforce Training**



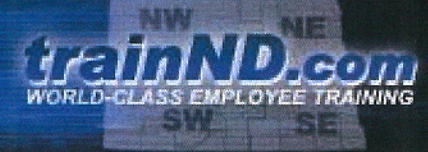
## **The North Dakota WORKFORCE TRAINING SYSTEM**



- The North Dakota Workforce Training System is a state-wide legislated initiative implemented to respond quickly to the training needs of business and industry employees
- As part of the North Dakota University System, each of the four Workforce Training regions has a 2-year college responsible for Workforce Training in their region

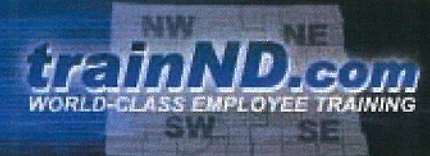


# The North Dakota WORKFORCE TRAINING SYSTEM





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**[www.trainND.com](http://www.trainND.com)**

provides access to all of the  
regional offices throughout the state



# The North Dakota WORKFORCE TRAINING SYSTEM



North Dakota Workforce Training with offices located in Bismarck, Dickinson, Wahpeton, Fargo, J - Microsoft Internet Explorer

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## The North Dakota WORKFORCE TRAINING SYSTEM

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WORLD-CLASS EMPLOYEE TRAINING


Providing business and industry with the training their employees need to enhance productivity and competitiveness in today's fast changing economy.

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**Building a World-Class Workforce**  
in North Dakota

**CHOOSE A REGION**



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# The North Dakota **WORKFORCE TRAINING SYSTEM**



Regional offices and partnerships  
provide greater flexibility,  
responsiveness, and access





## The Southeast Region has facility and staffing partnerships with:

- Job Service North Dakota in Oakes
- Southeast Region Career and Technology Center in Oakes
- Jamestown Stutsman Development Corporation
- Goodrich Cargo Systems in Jamestown

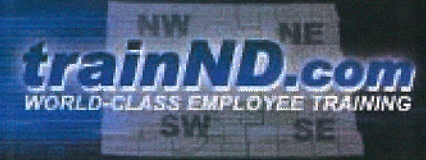


The Southeast Region also has office  
and/or Training facilities at:

- Litchville
- Skills & Technology Training Center in Fargo
- North Dakota State College of Science in Wahpeton



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The goal of The North Dakota Workforce Training System is to provide business and industry in North Dakota with the most competitive workforce in the nation



# General Process

- Visit with businesses and industries throughout the region
  - One on one, small group, and large group
- Help determine their training needs
  - Informal and/or formal assessment tools
- Facilitate the meeting of the identified needs (generally non-credit)
  - Primarily through customized or tailored materials to meet their very specific needs. Very little “canned” programming



## **Leadership Activities**

Each region utilizes an advisory board made up primarily of a cross section of business and industry representatives. These boards as well as the four Workforce Training Region Directors meet to identify specific needs of businesses, provide focus/direction, and determine areas of potential collaboration and/or resource sharing.

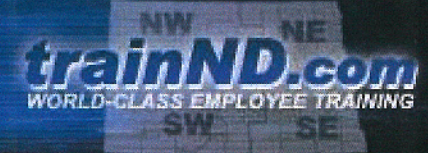


## **Information resources**

- Personal site visits and meetings with private sector business representatives
- Job Service, NDWIN, LMI, local and regional surveys, CCBenefits, DOC, and local economic or community development groups
- Follow-up evaluation and comments from training participants and their employers
- Conferences, trade organizations, roundtables, service organizations



# **The North Dakota WORKFORCE TRAINING SYSTEM**



## **Training Process**

Consultation

Assessment

Design Training

Deliver Training

Evaluation

Follow-up

## **Training Levels**

Awareness

Skill Building

Mastery

## **Training Types**

Computer Training

Technical Training

Employee  
Development

Organizational  
Development



## **Types of Training**

**Microsoft Certified Partner in Learning Solutions**

### **1. Computer Training/Information Technology**

- **Networking** (including Network Administration)
- **Certifications**
- **Security**
- **Web Development**
- **Basic, Intermediate, and Advanced Software**



## **Types of Training**

### **2. Technical Training**

- Proprietary software/equipment
- Healthcare
- Apprentice (customized and Related Studies Program)
- Truck Driver Training (Investigating expansion partnership)
- Manufacturing/Processing/Energy/Oil
  - Mechanical Maintenance (Currently screening)
  - Welding & Related
  - Machining & Related
  - Electrical/Electronics (including NEC & Power Limited)



## **Types of Training**

### **3. Employee/Organizational Development**

Customer/quality service

Personal dynamics/working with others

Time management

Problem Solving (including Root Cause Analysis)

Supervisory/Management/Leadership

Strategic Planning

Developing positive attitudes



## **Examples of Training 4 – 400 hours**

- **Bobcat Company** (Gwinner & Bismarck)
  - Study Guide and test writing, Machining (Manual & CNC), Print Reading, Math, Measurement, **PCDMIS**, **FARO Arm** (Partner), **CAM2 X**, Soft Skills, and Computer
- **JLG** (Oakes)
  - Welding, Machining, Print Reading, Math, Measurement
- **Harris/Kustom/JLG** (Oakes)
  - Machining, Print Reading, Math, Measurement
- **PL Manufacturing** (Cooperstown)
  - I.S.O., Customized Apprentice Program in Machine Tooling
- **Goodrich Cargo Systems** (Jamestown)
  - Proprietary Computer Programs, MS Office Products, Machining (Manual & CNC), Print Reading, Math, Measurement



## **Examples of Training 4 – 40 hours**

- **DRN** (Ellendale)
  - AutoCad, Computer Software Programs
- **Micada** (Hope)
  - Welding
- **Wishek Steel** (Wishek)
  - Print Reading
- **Griggs/Steel Empowerment Zone** (Finley and Cooperstown)
  - Soft Skills, Computer Software Programs
- **Malach** (Valley City)
  - Welding



“The North Dakota Workforce Training System provides responsive, accessible, and flexible delivery of innovative, world-class employee training.”



# **Workforce Training Delivery Strategies**

- On-site at business location
- Campus facilities
- Local K-12 schools and technical centers
- Mobile Training Labs
- Specialized training facilities



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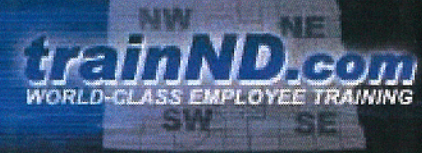
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Catering specifically to business and industry needs, we deliver:

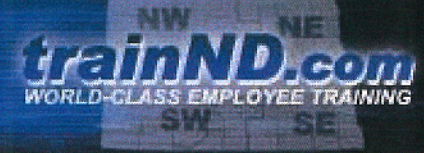
- The training the customer wants/needs
- The training when the customer wants
- The training where the customer wants

Workforce Training representatives assist in the development and coordination of training activities that combine participation of multiple companies attending the same event allowing decreased individual company investment.



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## **Workforce Training is a resource for**

- **Employee Recruitment** (WFT does not recruit)
  - Availability of training allows companies to recruit less skilled individuals and provide skill upgrade and new technology training to meet their specific needs
- **New Business Recruitment or Expansion**
  - When new businesses are considering relocation or expansion, WFT is a tool used by local developers and DOC sharing the availability of high quality customized training and the value of training new employees to the specific skill sets needed by the company
- **Support Funding Guidance**
  - WFT staff maintains a working knowledge of state funding programs that may assist with employee training such as the New Jobs Training Program and Workforce 20/20

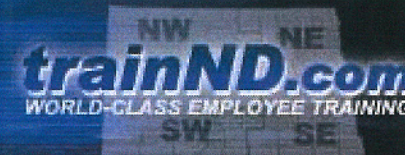


## **Note Regarding Workforce 20/20**

- Primary focus is new technology training or skill upgrade training
- Generally, the newer the technology, fewer businesses and individuals will need the specific training initially
- Generally, the higher the skill upgrade training, fewer businesses and individuals will need the specific training
- Preparation to investigate, design and deliver this type of training involves a greater investment
- To achieve highly effective training, small class sizes are essential
- The investment by the company and supported by Workforce 20/20 will normally be much higher per individual than an open enrollment class or a more generic class meeting the basic needs of many
- The positive effect on a companies bottom line may be much improved through new technology and skill upgrade training



# The North Dakota WORKFORCE TRAINING SYSTEM



Performance Measures:		FY 2007 (July, 2006 – June, 2007)	
Number of businesses receiving training		<b>1,033</b> Largest customer group was manufacturers	
Number of employees/participants trained		<b>3,055</b>	
Levels of satisfaction with training			
-employers/clients		99.5%	
-employees/participants		99.7%	
Employer/client level of satisfaction regarding responsiveness		<b>100%</b>	
Hours of training provided		<b>60,881</b>	

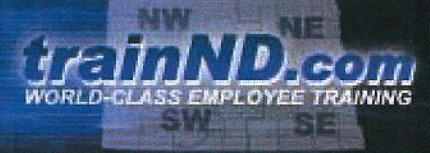


# **Employee training results include (ROI):**

- Employee retention
- Increased productivity
- Increased competitiveness
- Quality workmanship
- Improved customer service/customer care
- Improved workplace culture



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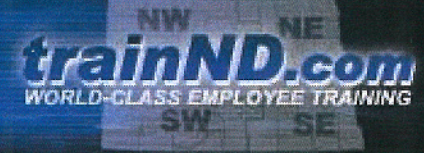
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**Thank You!**  
**Any Questions?**