

Commenting on Real Success

>By Dr. Patricia Donohue, President, Mercer County Community College

The NJBIA Basic Skills Workforce Training Program has just completed its fourth year of operation. Calling this service to New Jersey's business community a success is an understatement. Looking at the achievements, we find:

- * \$3.6 million in tuition
- * 1,715 businesses receiving training
- * 26,700 employees trained
- * 2,420 training sessions delivered in all 21 counties and at all 19 county colleges.

These amazing statistics speak to the importance of this program in the professional development and training plans of businesses across the state. The program is funded with the support and leadership of Harold J. Wirths, commissioner of the New Jersey Department of Labor and Workforce Development.

Comments from various business sectors across the state - from healthcare to manufacturing to business services to entertainment - serve to highlight the relevance of the training to each participating company's bottom line and productivity.

Isles, a nationally recognized non-profit community development and environmental organization located in Trenton, has taken advantage of several training courses in computer applications and communication. "When Isles received the notification about the NJBIA grant, we were excited to take advantage of the opportunity," says Isles' Human Resources Director Liz Wood. "The course content was relevant and necessary for our workforce - from computers to communications skills. The scheduling was flexible and the instructor was interested in tailoring the program to our organizational issues."

Bob Sommer, president of the "The Rock," as the Prudential Center in Newark is affectionately known, calls the training "a huge help in teaching our associates the importance of enhanced communication skills for customer service."

Willie Kelley, of Marlin Business Systems in Mt. Laurel, says that "we were very lucky to have found this training program. It has a first-rate training portfolio and excellent instructors. It has become a permanent part of our long-term program for productivity improvement and employee enhancement."

Liberty Insurance Associates CEO Andy Harris speaks enthusiastically when he says, "... everything we do on behalf of our customers depends on our ability to communicate electronically. The training ... has helped everyone in our office - myself included - upgrade their skills".

Dennis Cronin, director of education, The Valley Hospital in Ridgewood, comments about the program this way: "The positive evaluation ratings, comments and personal feedback I have received are unanimous. ... The instructor demonstrates a comprehensive knowledge of the topics and excels in her ability to engage and motivate her students to high levels of achievement."

Shore Memorial Hospital's Donna Gurdgiel, MSN, speaks to the importance of ongoing training when she says, "Staff training targets many critical areas. Improved communication between staff "is key to keeping patients safe, and training delivered under the program focused on improving communication between doctors, nurses and their patients."

Training is available to all New Jersey businesses and can be delivered at business locations or at any of the 67 county college campus facilities statewide. Businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

Don't wait. Get your company in line for training in the new FY beginning on July 1. To schedule a class, contact Bob Rosa at NJCCC Consortium on Economic and Workforce Development at rosa@njworkforce.org or (609) 393-9000.



Get Training for Your Employees At No Charge to Your Company!

The NJBIA Basic Skills Workforce Training Program is brought to you by the New Jersey Business & Industry Association, NJ Community College Consortium, and NJ Department of Labor & Workforce Development.

At your work site or at any one of 65 college campuses closest to you, and at no extra charge to your company, your employees can get training in:

- Computer applications
- Communications
- Math and measurement
- English as a second language

To get started call
609-393-9000

NJBIA
Basic Skills
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Training Program

www.njbja.org/resources/training

To participate in the program, you must be a registered NJ business and in compliance with NJ tax law.