

Cenlar FSB Bolsters Employees' Skills

By Patricia C. Donohue, President, Mercer County Community College



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When it comes to first-rate companies in Mercer County that invest in the development of their employees, Cenlar FSB, a leading mortgage subservicer, is a prime example. In the late 1990s, seeking to implement innovative leadership training programs, Cenlar turned to Mercer County Community College's (MCCC) Center for Training and Development (CTD), establishing a relationship that continues today.

Grant funding for Cenlar's current training program is provided by the New Jersey

Business and Industry Association (NJBIA) Basic Skills Workforce Training Program, with the support of the New Jersey Department of Labor and Workforce Development and the New Jersey Community College Consortium for Workforce and Economic Development. A total of 667 New Jersey employers participated in the workforce training program this past year, sending almost 11,000 employees to training classes at no cost to their companies.

"The ability of CTD staff to zero in on our needs via customized training has made it a win-win situation," says Amy Hardiman, Cenlar's second vice president of Talent Management/Human Resources. According to Hardiman, it has been well worth the time and effort to invest in employees who, in turn, provide top quality services to clients.

"Cenlar believes every employee plays a role in customer satisfaction," said Hardiman. "One of our key missions is to strengthen our internal and external communication. The emphasis over the past 10 years has been for all of our employees to take on more problem solving. This is Cenlar's culture."

Walter Haake, one of MCCC's CTD instructors, recently underscored the importance of such training in his "Written Communication" class, taught on site. Participants learned the "dos" and "don'ts" of effective communication via e-mail. "It's all about building good relationships," stresses Haake. "This is part of what you do each day."

Alfonso Di Liberto, a default compliance supervisor, gained useful tips about constructing messages with attachments. "I learned a lot from the details that Mr. Haake provided about various work-related scenarios," said Di Liberto.

In 2008, at MCCC's "Report to the Community Open House," Greg Tornquist, Cenlar's president and CEO, received the college's Corporate Partner Award in recognition of the bank's long-term commitment to employee training. "Our continued use of the CTD training network says it all," explains Hardiman.

In addition to grant-funded training, the CTD also offers companies a full-service training group that assesses professional development needs and offers customized training programs in areas such as project management, qualitative initiatives, supervision, or consulting.

To find out how to participate in the NJBIA no-cost training program, contact Bob Rosa at the NJCCC Consortium on Economic and Workforce Development at rrosa@njworkforce.org or call (609) 393-9000.

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