Are You Really Doing ISD?

Capital Area Workforce Development

Leadership

Customer Experience

Shared Performance & Accountability

Operational Excellence

Communication

Staff Development & Training

ResponseWare Log-In
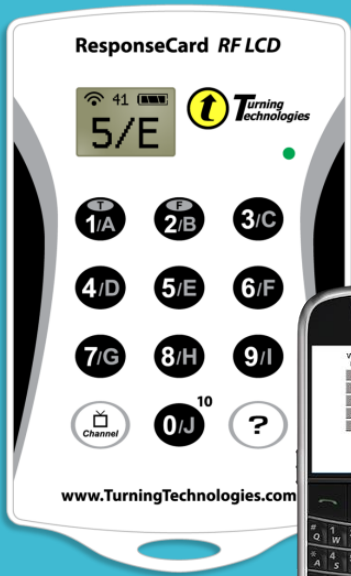
Mobile Phone

Go to www.ttpoll.com on your smart phone or computer

Enter Session ID: **ISD1**

Clickers

- Push the button with the number that corresponds with your response.

- The last button you push is the response that will register.

- Things they will **NOT** do: change the channel on your TV; open your garage door…

- Please leave them with us when you leave.

Capital Area
Workforce Development

Background Information

Serving Wake and Johnston Counties

Over 1.26 million people

Largest local area in NC by population

Six NCWorks Career Centers

Three NextGen Career Centers

Ranges from one staff to 42 staff

NCWorks
Career Center
at Tillery Place
in Raleigh

NCWorks
Career Center in
Clayton

Presenters

Over 91 years of experience in workforce development combined

- Jane Sterner: One-Stop System Director, Capital Area Workforce Development
  22 years experience in workforce development

- Kenneth Gathers: Director of Operations, NCWorks Career Center
  18 years experience in workforce development

- Chip Wood: Center Manager, NCWorks Career Center at Tillery
  31 years experience in workforce development

- Genita Spencer: Talent Development Supervisor, NCWorks Career Center at Tillery
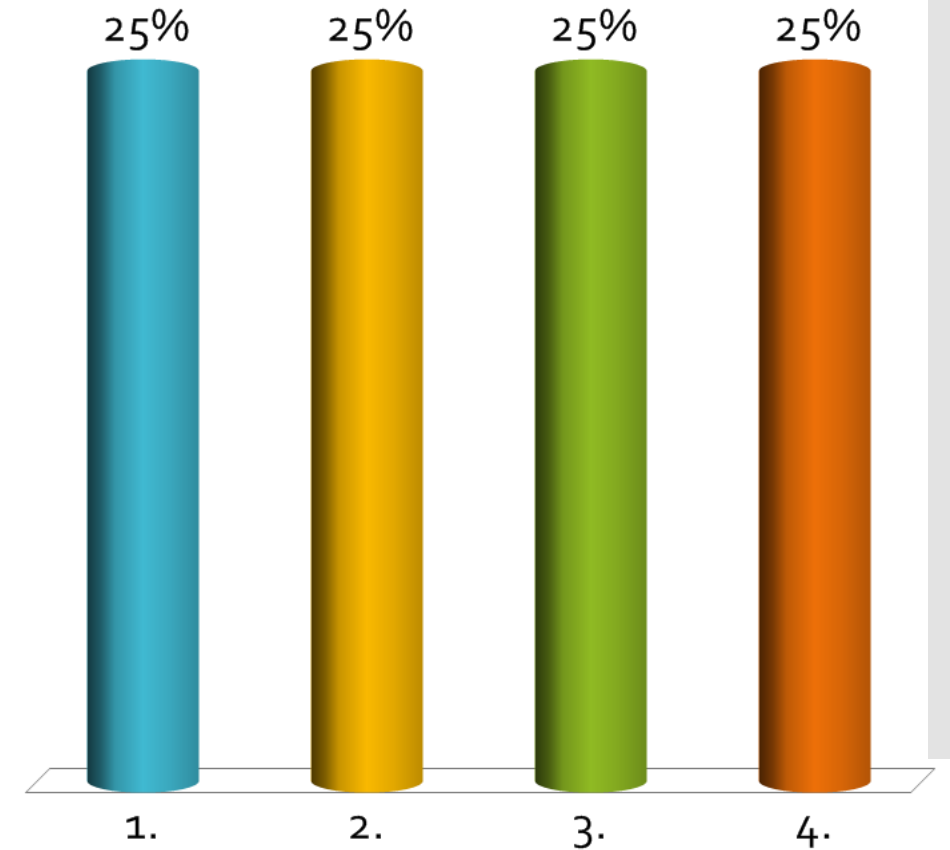 20 years experience in workforce development

Workshop Topics

- Leadership
- Customer Experience
  - Businesses
  - Job Seekers
- Communication
- Staff Development & Training
- Shared Performance & Accountability

Audience Survey Question

0

Who is in attendance today?

1. WDB staff
2. Center leadership
3. Frontline staff
4. Partner staff

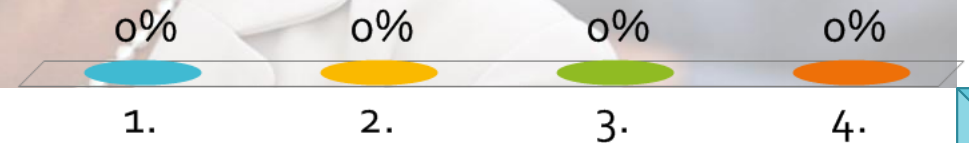# Leadership

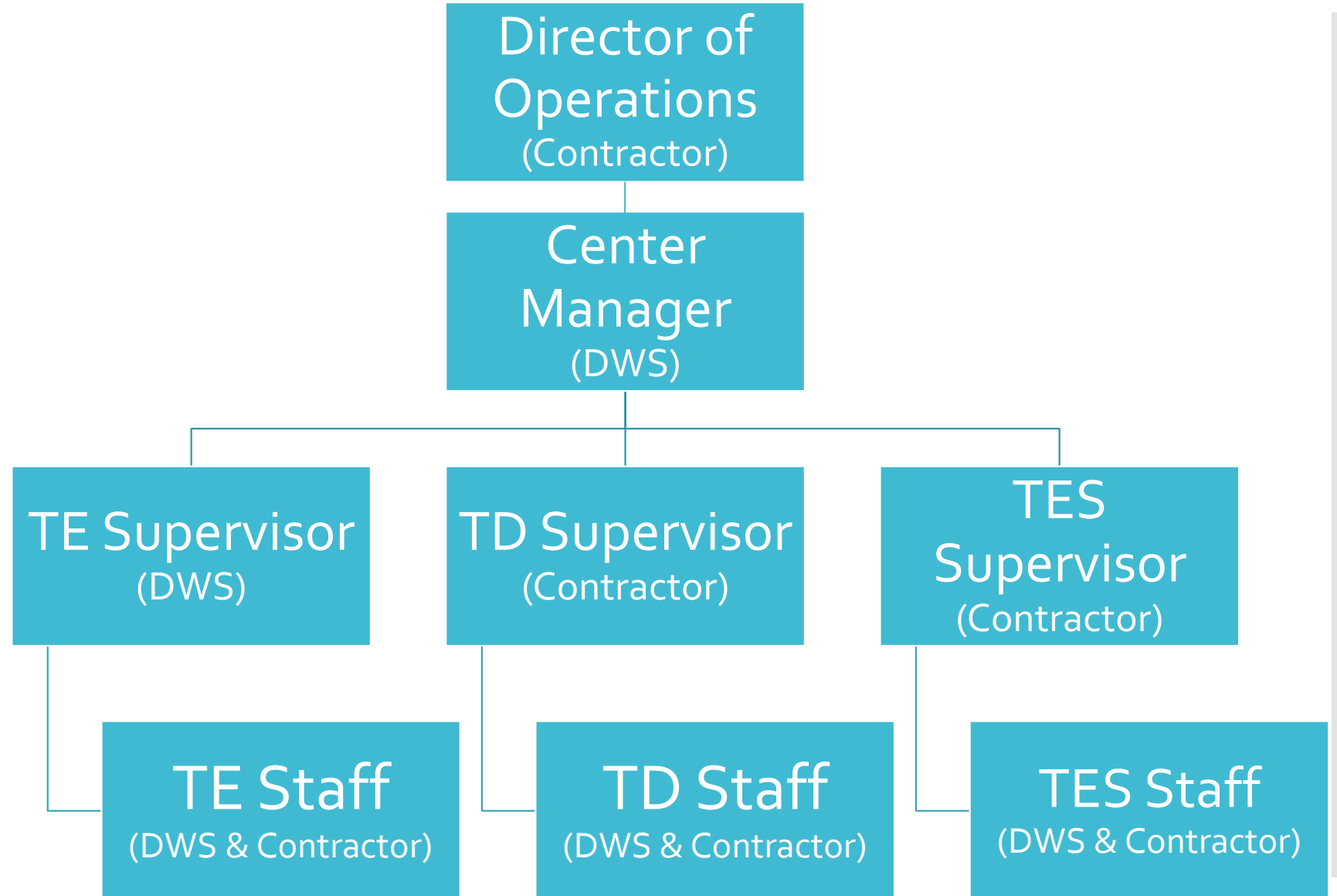**Are you really doing ISD?**

Leadership Survey Question

In your local area, is there a visible, known relationship between the center leadership and the Board?

1. Yes

2. Maybe

3. No

4. I don't know

0% 0% 0% 0%

1. 2. 3. 4.

Response Counter

10

Leadership Staffing Chart

Director of Operations
(Contractor)

Center Manager
(DWS)

TE Supervisor
(DWS)

TD Supervisor
(Contractor)

TES Supervisor
(Contractor)

TE Staff
(DWS & Contractor)

TD Staff
(DWS & Contractor)

TES Staff
(DWS & Contractor)

Leadership

- Exhibits buy-in and commitment of the ISD model
  - Workforce Board
  - Division of Workforce Solutions
  - Service Providers
  - Functional Managers
- Coordinates visible collaboration, information sharing and exchanging of ideas
- Provides technical assistance and training
- Delivers a unified message

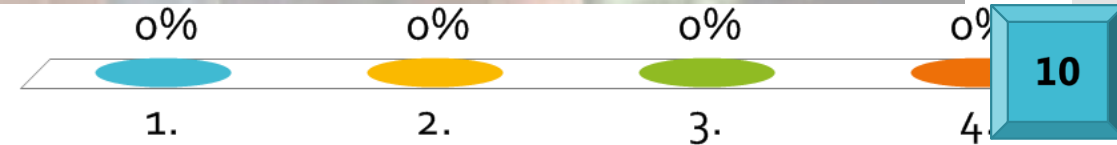# Customer Experience Business Services

Are you really doing ISD?

Customer Experience Survey Question

Does your Business Services Team operate as one entity?

1. Yes
2. Maybe
3. No
4. I don't know

Response Counter

0% 0% 0% 0%

1. 2. 3. 4.

10

Customer Experience Business Services

- Coordinates provision of services through all partners

- Represents NCWorks as a system

- Promotes services seamlessly

- Provides solutions in a consultative way

- Builds trustworthy "transformational" relationships while balancing delivery of "transactional" services and metrics.

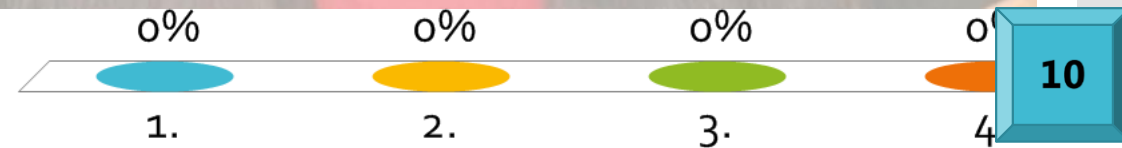# Customer Experience
Job Seekers

Are you really doing ISD?

Customer Experience Survey Question

Are Job Seeker services provided in a seamless, integrated environment?

1. Yes
2. Maybe
3. No
4. I don't know

Response Counter

0% 0% 0% 0%

1. 2. 3. 4

10

Customer Experience Job Seeker Services

- Meet the customers where they are

- Anyone can help the job seeker (Team approach)

- Less handing-off of customers

- Minimum waiting

Are you really doing ISD?

Communication

Communication Survey Question

Is information shared across the local area to all staff & partners?

1. Yes
2. Maybe
3. No
4. I don't know

Response Counter

0%   0%   0%   0

1.   2.   3.   4

10

Communication

- Open communication between all parties

- Information shared throughout the Center

- Branding/ Consistent message

- Unified language

Are you really doing ISD?

Staff Development & Training

Staff Development & Training Survey Question

Is training inclusive of everyone?

1. Yes
2. Maybe
3. No
4. I don't know

Response Counter

0%   0%   0%   0%

1.   2.   3.   4.

Staff Development & Training

- Conducted cohesively to all staff as a collective unit in a group setting

- Delivered using virtual technology and other innovative methods

- Provided specific to functional units

- Selected and scheduled based on feedback/input from staff

Are you really doing ISD?

Shared Performance & Accountability

Shared Performance & Accountability Survey Question

Are all staff being held accountable for common performance measures/goals?

1. Yes

2. Maybe

3. No

4. I don't know

0% 0% 0% 0%

1. 2. 3. 4

Shared Performance & Accountability

- All goals are shared with all staff

- NOT agency goals, but center goals.

- SMART performance goals are established based on the position held

- All staff are held accountable for their goals

- Updates are provided to everyone throughout the program year

So Are You Really Doing ISD?

Final Question

1. Yes
2. Maybe
3. No
4. I don't know

Response Counter

0% 0% 0% 0%

1. 2. 3. 4.

10
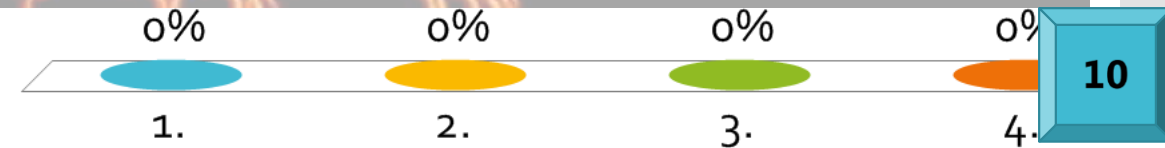
Questions?

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