



DWFS OPPORTUNITY PROCESSING OUTLINE: OJT

<p>DWFS TEAM MEMBER</p> <p>Hunter New Hire</p>	<p>JOB POSITION</p> <p>Work Experience</p>	<p>DAYS WITH THE COMPANY</p> <p>70 days</p>
<p>STEP 1: HUNTER'S INTRODUCTION</p> <ul style="list-style-type: none"> • WHO ARE YOU? • WHAT'S YOUR POSITION? • WHAT'S YOUR QUESTION? 	<p>STEP 2: PARTICIPANT FEEDBACK</p> <ul style="list-style-type: none"> • CLARIFYING QUESTIONS • HUNTER'S IDEAL OUTCOME* • BARRIERS & CHALLENGES • SOLUTIONS 	<p>STEP 3: BEST-PRACTICE SPEAKER</p> <p>NATHAN ALLEMBAUGH TALKS ABOUT THE BEST-PRACTICES BEHIND OJT PARTICIPATION</p>

HOW DO I: (PRESENTED BY HUNTER)

- **How do I increase OJT participation?**

CLARIFYING QUESTIONS: (ASKED BY PARTICIPANTS)

- **What is OJT? Why do we care about it?** *OJT = On-the-Job-Training.*
- **What demographics are you trying to reach?** *I don't have a target really, other than just adults.*
- **What are your goals?** *To double the current number of employers/participants and spend the set dollar amount we've allocated for OJT spending.*
- **Do you have a BES team that can assist?** *Nope.*
- **Have you identified your sectors?** *Only in the broadest sense. I haven't drilled down to a target two or three.*
- **What are the benefits to the job seeker of participating in an OJT?** *A chance to prove themselves to an employer who may not have hired them based on "on paper" qualifications. Permanent employment and training at the same time.*
- **Are you looking to increase the number of employers or the number of participants?** *Both*
- **How are you discussing OJT with both your employer & job seeker customers? How do you frame it?** *As an opportunity to learn and make money at the same time to participants. CM's do a great job of setting expectations for participants. I'm not so good with employers. They either think there's a catch or they aren't really interested in the commitment required by the contract.*
- **Are you the only person in your position? Mentor program?** *Yes, only person. No mentor.*
- **Have you considered a WBL/WEX that leads to an OJT?** *No! Didn't know I could do that.*
- **Do you know your local LMI and which industries are best to grow?** *No, I'm aware of resources vaguely but haven't really dove in and used them.*
- **Are you holding info sessions and inviting employers to educate them?** *No, that's a great idea.*
- **How are you vetting these employers/potential worksites?** *Mostly from leads from the board, places who have been worksites before or random job postings. I don't have a good system yet.*
- **How are you determining participant suitability?** *CM's send me high quality leads that have already completed assessments and been engaged. It's hard to match them with employers because I don't know employers expectations well or I don't have employers in the industry/occupation they are suitable for.*
- **How far out are you reaching? "Search radius," so to speak...** *Not far. Just my local hub since it's saturated. Haven't made it to rural areas.*
- **How many hours can an OJT participant work?** *Depends on the person/worksites and policy.*

MY IDEAL OUTCOME IS: PRESENTED BY HUNTER)

- **To have successful participants and employers who are satisfied with the service we provide, so they can refer other employers so we can effectively serve the community the way the grant intends; consistency, good pool, not scraping for people.**

WHY IS IT SIGNIFICANT TO ANSWER HUNTER'S QUESTION? (ANSWERED BY PARTICIPANTS)

- **Implement best practices for OJT participation**
- **To be better prepared to answer question to employers and job seekers**
- **Meet performance measures**
- **Meet employers' needs**

- If Hunter is unable to do his job effectively, it affects the rest of his team and CMs won't be able to effectively serve their participants
- Give clients the best opportunities to succeed
- Provide participants with the real life experience and proper training to be successful in their chosen career field
- Provide local employers with employees and get participants employed

BARRIERS & CHALLENGES – WHAT ARE HUNTER'S BARRIERS & CHALLENGES?

- Participants don't follow through with OJT rules
- Not knowing local LMI or businesses
- Not having qualified candidates
- Employer resistance – employers thinking there is too much paperwork
- Unexpected natural disasters, illnesses, etc.
- Hunter may not fully understand all the ins and outs of OJT
- Big corporations not allowing OJT
- Businesses might need guidance in setting up training protocols
- Poor image of OJT program and/or workforce development in the community
- Lack of SOPs
- Lack of confidence
- Transportation issues for participants
- Employers view OJT as a liability instead of an opportunity
- Not enough pay
- Employers with agendas not conducive to the grant's goals
- Lack of face-to-face contact with local employers
- Lack of staff support

SOLUTIONS:

- SPEAK WITH BES TEAM FOR INTEL ON LOCAL EMPLOYERS
- DEVELOP HANDOUT TO PROVIDE BUSINESSES
- PROVIDE INFO SESSIONS FOR EMPLOYERS
- ATTENDING COALITION MEETINGS
- MEET WITH EMPLOYERS IN PERSON
- MEET WITH PARTNERS WITHIN THE CENTER
- UTILIZE CURRENT SITUATION TO SELL OJT – QUICKLY HIRE AND TRAIN NEW HIRES
- HAVE AN EMPLOYER WHO PREVIOUSLY PARTICIPATED WRITE A LETTER STATING THE SUCCESS
- GO TO ABE OR DRS TO FIND MORE PARTICIPANTS
- LEARN AS MUCH AS YOU CAN ABOUT OJT TO THEN CONFIDENTLY SELL TO EMPLOYERS
- EMPHASIZE BENEFITS OF AN OJT TO EMPLOYERS, EXPLAINING THEY WILL FOLLOW NORMAL PROTOCOLS
- MATCH PARTICIPANTS TO BEST FIT EMPLOYERS
- DON'T BE LATE FOR SCHEDULED APPOINTMENTS OR CANCEL
- ASK EMPLOYERS OPEN-ENDED QUESTIONS TO BEST DETERMINE HOW AN OJT CAN FIT
- SETTING UP A TABLE AT A JOB FAIR OR RESOURCE EVENT – INTERACT WITH *EMPLOYERS* NOT SO MUCH JOB SEEKERS – CONDUCT NEEDS ASSESSMENTS ON EMPLOYERS
- PUT ON MARQUEE IN YOUR CENTER
- PRE-SCREENING POTENTIAL CANDIDATES
- NETWORK
- USE SOCIAL MEDIA
- REVERSE REFERRALS FROM EMPLOYER

BEST PRACTICE SPEAKER: (NATHAN ALLEMBAUGH ANSWERS HUNTER'S QUESTION)

- CAREER COACH TO YOUTH LEAD TO OJT COORDINATOR TO TRAINING COORDINATOR TO BES LEAD IN OKC
- 10 YEARS IN WORKFORCE DEVELOPMENT
- WEX OR TRANSITIONAL JOBS FIRST – “TRY BEFORE YOU BUY” (6-WEEK TRIAL PERIOD)
- PRIORITY 4 (4 CATEGORIES FOR CLIENTS) = 4 DOESN'T QUALIFY INCOME BUT BASED ON AVAILABILITY BEST FIT
- RELATIONSHIP BUILDING!!! GET 3-4 EMPLOYERS WHO ARE GOOD PARTNERS FOR WEX AND HAVE DONE OJT IN THE PAST – GOOD NETWORKING BECAUSE THEY THEN TELL OTHER EMPLOYERS – WORD OF MOUTH FROM EMPLOYERS IS CRITICAL –

CONTINUE TO CALL, FOLLOW-UP, *SHOW YOU'RE THERE TO HELP* – PROMOTE AS THESE ARE YOUR TAX DOLLARS AT WORK, WE WANT TO GET PEOPLE BACK TO WORK TO IMPROVE ECONOMY, BE PART OF THE SOLUTION

- **USE NATHAN AS A RESOURCE! EMAIL HIM – REACH OUT TO OTHER DWFS STAFF AS WELL AS LOCAL PARTNERS**
- **CREATE A LETTER FOR CLIENTS TO SHARE/PROMOTE ON THEIR OWN**
- **GO TO CAREER FAIRS, TALK TO EMPLOYERS, GET CARDS/CONTACT INFO, GIVE EMPLOYERS BROCHURES, FOLLOW-UP VIA EMAIL OR PHONE CALL**
- **USE BOARD MEMBERS! (COMPRISED OF EMPLOYERS) – FLAGSHIP FOR OJT**
- **UTILIZE LOCAL SHRM (SOCIETY FOR HUMAN RESOURCE MANAGERS) – ATTEND MEETINGS – RECRUIT**
- **CONNECT WITH LOCAL CHAMBER OF COMMERCE**
- **KEEP TRYING DIFFERENT WAYS**
- **CREATE COMMITTEES – EMPLOYERS, OTHER NON-PROFITS, ETC.**
- **NATURAL DISASTERS – CURRENT OJTs – FIRST, REVIEW POLICIES, THEN ASK BOARD – FIND NEW WORKSITES FOR PARTICIPANTS IF EMPLOYER LAYS OFF – IF EMPLOYER REDUCES HOURS, NO FAULT OF PARTICIPANTS**
- **NATURAL DISASTERS – NEW OJTs – REACH OUT TO PAST EMPLOYERS – FOCUS ON INDUSTRIES THAT ARE RELEVANT TO CURRENT SITUATION AND RECOVERY – *KNOW YOUR LOCAL LMI***
- **UTILIZE LMI TOOLS SUCH AS MESI, O*NET**
- **REVIEW PARTICIPANTS CURRENTLY IN TRAINING – ARE THEY NEARING COMPLETION? – PARTNER WITH THE SCHOOL TO FIND EMPLOYERS TO GET CLIENTS INTO OJT**
- **IMPROVE REP – REACH OUT TO PAST (SUCCESSFUL RELATIONSHIP) EMPLOYERS – ASK FOR TESTIMONIALS – SEND OUT “HOT JOBS” LIST TO ALL EMPLOYER PARTNERS**
- **SEND EMPLOYERS INFO RE: WOTC AND FEDERAL BONDING PROGRAM**
- **DON'T TRY TO DO IT ALL ALONE – IT'S A TEAM EFFORT! – DO COWORKERS, FRIENDS, FAMILY KNOW OF EMPLOYERS HIRING?**
- **FIND OUT IF THERE ARE COST-SHARING OPPORTUNITIES IN YOUR AREA – PARTNER WITH OTHER LOCAL ENTITIES**
- **KEEP TRYING – TRY TO AVOID USING WORKFORCE JARGON (I.E., SAY “ON THE JOB TRAINING” NOT OJT)**
- **PLATFORM TO SHARE INFO WITH OTHER ORGANIZATIONS – HUBSPOT AND SLACK ARE GREAT TOOLS**
- **CONTACT LOCAL ALLIANCES – LOTS OF WORD OF MOUTH**