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Business Services: Pandemic, Recovery and Renewal

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Week 3



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PRRS Week #3

Agenda



➤ Welcome & Introduction

- Review Course Site
- Review Weeks #1 & #2

➤ Solutions

- Key Points
- Talent
- Rapid Response

➤ Follow-up

- Key Points
- Reminders



Review



The Response

- ❖ Don't Be Afraid
- ❖ You Don't Have to Know (all)
- ❖ Educate Yourself
- ❖ Get Connected
- ❖ Build and Maintain Relationships



Resource Evaluation

- **Questions to consider:**
- What do you have?
- What do you need?
- Why do you need it?
- Why don't you have it?
- How will you get it?





CUSTOMER SERVICE







Ten Tips

1. Greet customers warmly



2. Be helpful (even if there isn't a profit)



3. Know your services & resources



4. Don't make them feel inadequate



5. Listen to your customers (don't push)



Ten Tips

6. Employees will treat customers the way they are treated by management



7. Feel Important and appreciated



8. Make things easy



9. Throw in something extra



10. Say thank you



HOW DO YOU DEFINE SUCCESS?

Key Points

- Employer Vetting – Persistence and Diplomacy
- Gather the information, actively listen and reflect
- Who are you and what can you bring to the table?
- What does the business need right now, in the mid-term, and long-term?



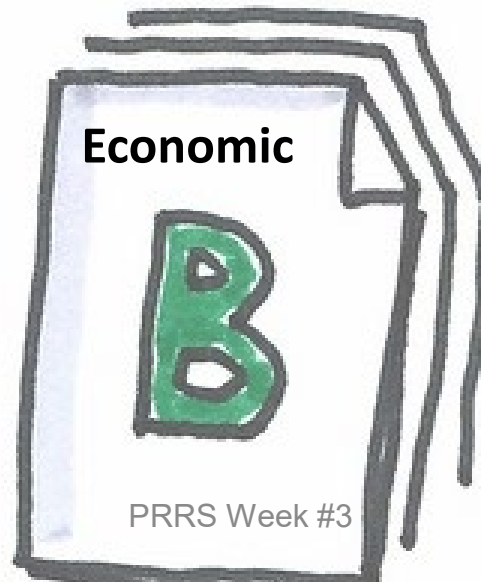
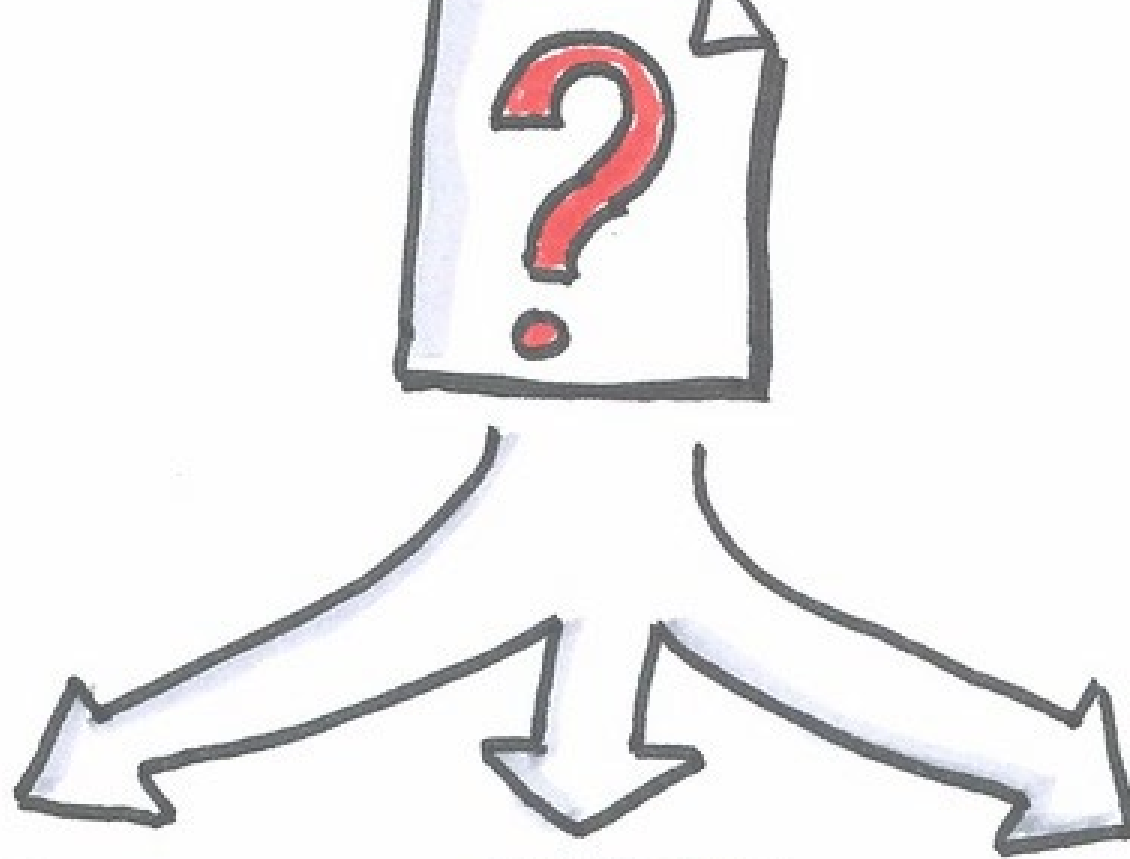
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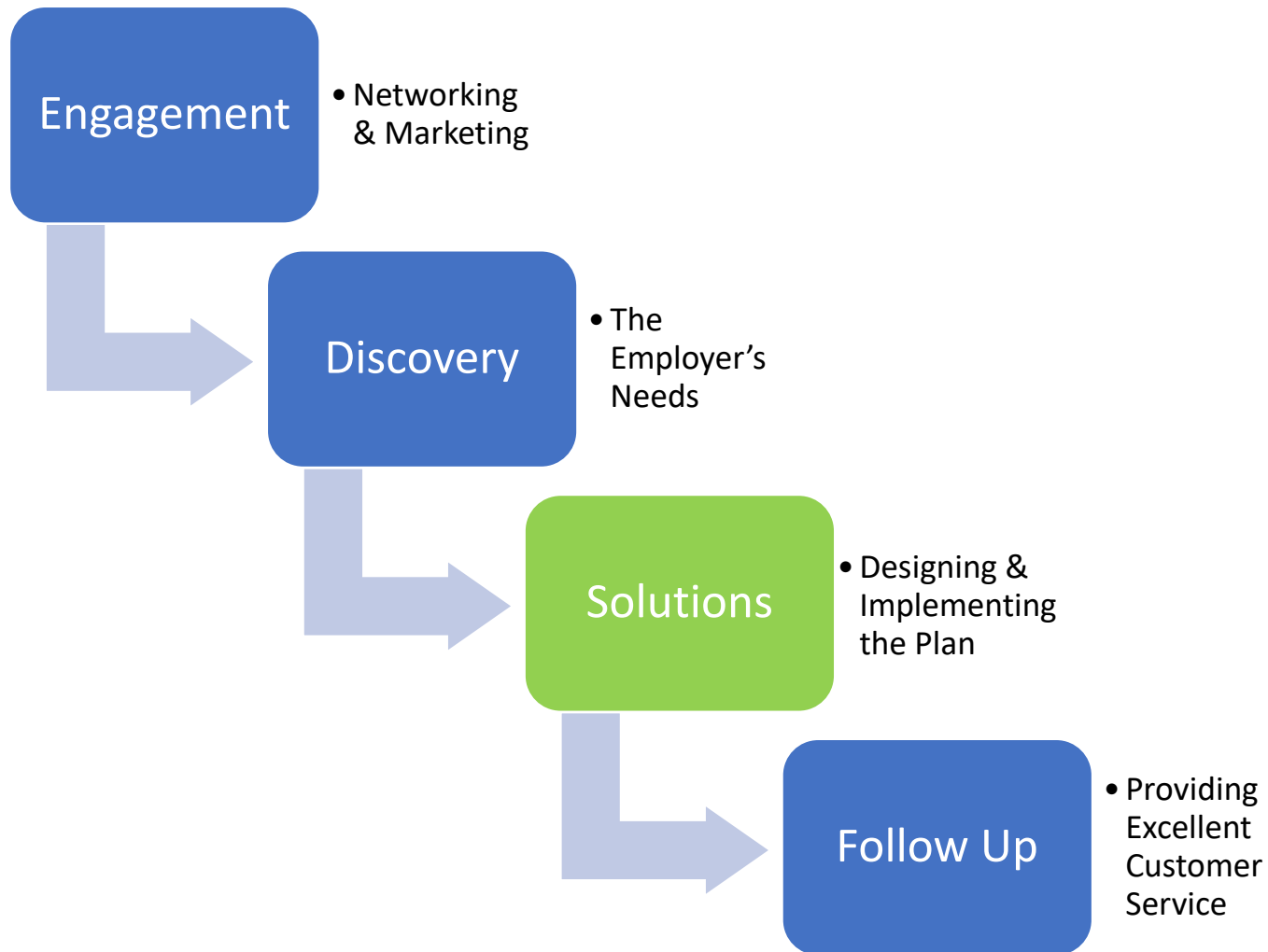
Who Are You? What Can You Do?

1. Does everyone understand your current mission? (what is it?)
2. How do others see you?
3. What are you saying personally and organizationally? (messaging)
4. Why do they care?
5. Why should they care?
6. What can you give them that they won't get on their own?
7. How does this impact their current situation and bottom line?









The CBSC™ Process

Solutions





S

Specific

Well defined.

Clear to anyone that has a basic knowledge of the project

M

Measurable

Know if the goal is obtainable and how far away completion is

Know when it has been achieved

A

Achievable

Agreement with all the stakeholders what the goals should be

Make sure this is possible for all levels within group

R

Realistic

Within the availability of resources, knowledge and time

T

Time-Bound

Enough time to achieve the goal

Not too much time, this can affect project performance?

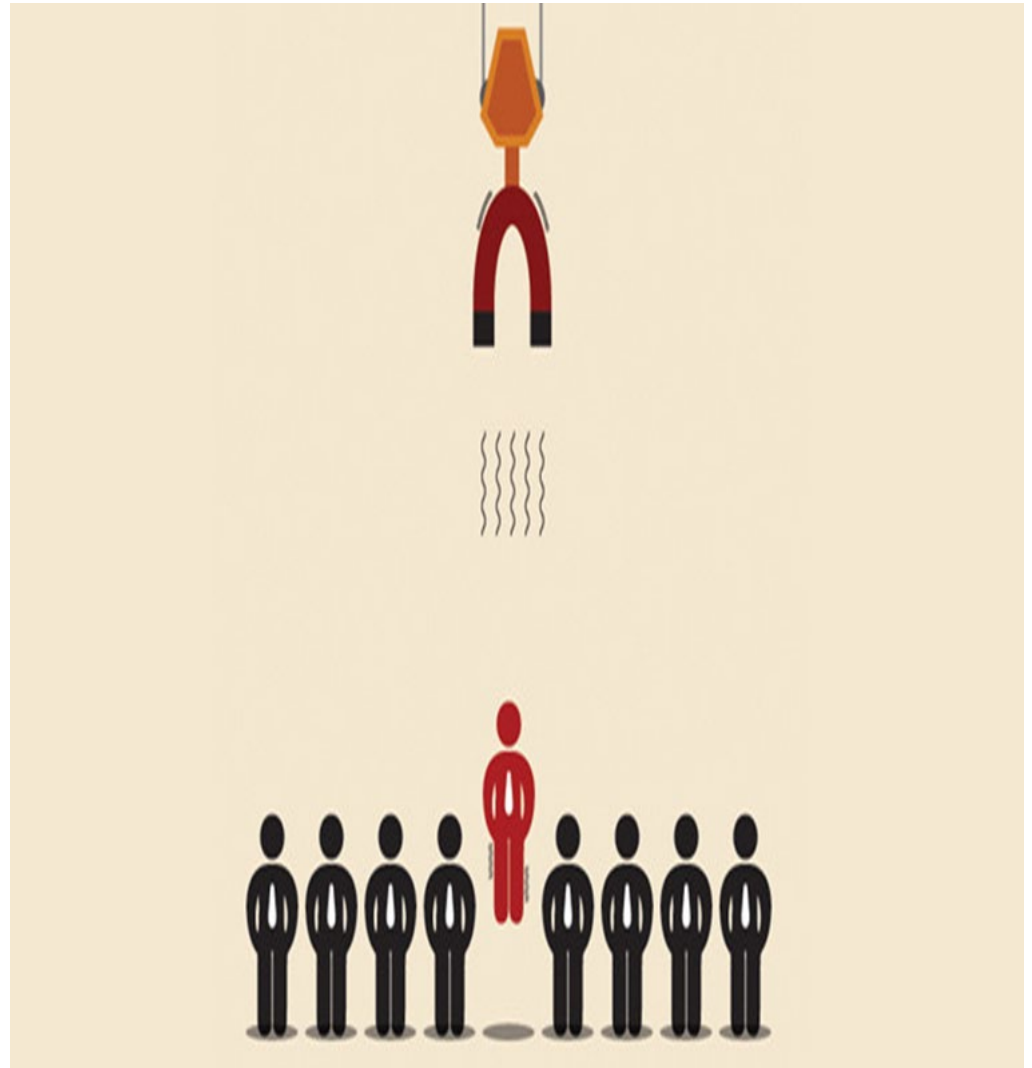


Company	Solutions	Action Steps	Timeline	Resources & Partnerships Required	Point Person
Acme Inc.	Identify 4 candidates for C&C Positions. Looking for skilled, positive, teachable, team players.	1. Mt. w/ CM to review candidate pool	2/1/19	CM's and Speak with Aaron Leson at Calhoun County CTE program	TD/AL
		2. Select 4 candidates/pr e-screen	2/2/19		
		3. Set up Interviews at AJC	2/6/19		

Business Services Solutions Template

Talent

1. Coordinate with the supply chain
2. Spend appropriate time with fellow BSCs
3. Know your candidates
4. Find alternative pipelines
5. Reassure job seekers of safety actions taken
6. Stay up to date with closings



Rapid Response

- Laid Off Workers
- Employer Services



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The Dual Customer Approach

The “Dual Customer Approach” addresses the needs of two customers simultaneously: employers and jobseekers.

- To prepare job seekers to meet customer demand, CBSCs should understand what sectors, industries and jobs make up the local labor market, and they must engage in research and relationship building with those businesses and industries

Purpose of Rapid Response



Prevent layoffs when possible



Limit the impact on workers should they occur



Help dislocated workers transition to employment as quickly as possible



Source:

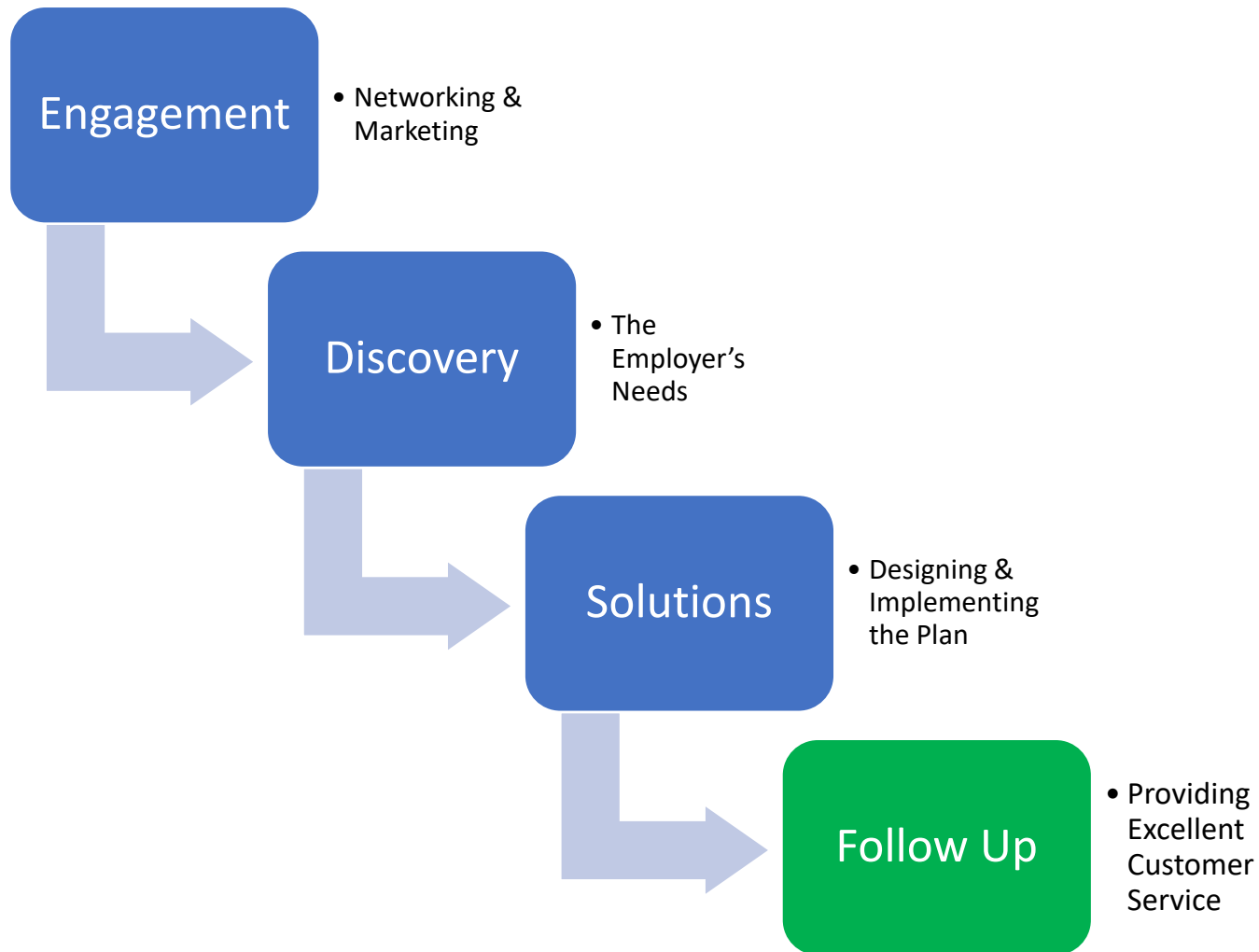
<https://viriniacareerworks.com/wp-content/uploads/Practitioners-Guide-to-Rapid-Response-2015-1.pdf>



Strategies

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1. Coordination between state & local rapid response members
2. Identifying partners and stakeholders at local level
3. Adjusting the business needs assessment
4. Developing a specialized team focused on lay-off aversion



The CBSC™ Process

Key Points

- Be responsive
- Check results (ongoing), includes data collection
- Inquire about future needs
- Build and maintain relationship







Lessons
learned

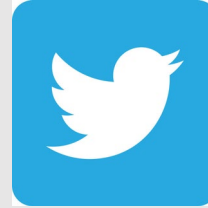
Key Takeaways

1. “Under-promise and over-deliver!”
2. Stay up-to-date & Communicate
3. Build strong relationships
4. It’s all about who you know
5. Be Resourceful, Flexible, and Responsive





Follow us!



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