

# 15 IDEAS IN 15 MINS

## UPSKILLING AND RESKILLING

Thank you to our 15 speakers for sharing recommendations and strategies for upskilling and reskilling today's workforce. Please feel free to refer to this document for summaries of each idea shared at 15 in 15: Upskilling and Reskilling.

### 1 **KIM PATRICK, CAREER READY LANCASTER**

Kim discussed the importance of creating clear career pathways for entry-level employees and the impact first line supervisors have on learning and development.

### 2 **TIM SHENK, LANCASTER LEBANON IU13**

Tim shared about the community education services offered by IU13, including English as a Second Language (ESL) classes, Spanish instruction, and bilingual cultural navigation services for incumbent workers.

### 3 **DAVID WOFFINGTON, ELIZABETHTOWN COLLEGE**

David provided more information about Elizabethtown's micro-credential platform, Etown Edge, as well as the ability to develop custom certificates to meet the learning and professional development needs for companies and organizations.

### 4 **MICHELLE SALINAS, YOUR LANGUAGE CONNECTION**

Michelle highlighted the importance of breaking down language barriers to access the abundance of employment opportunities available. Michelle also emphasized that workplace culture can serve as a barrier to retention, and consideration of cultural challenges in the workplace may improve efforts to retain and upskill your current workforce.

### 5 **MARLYN BARBOSA, TEC CENTRO/SACA**

Marlyn shared about the workforce programs available at Tec Centro and the ways in which Tec Centro can partner with businesses to provide certifications across a variety of fields, including medical services, culinary arts, and mechanical, industrial, and electrical.

### 6 **DAVE SLOAD, ABC KEYSTONE**

ABC began offering Registered Apprenticeship programs for 11 trades in 1968 and continues to this day. In addition starting in 1994, ABC began offering Safety and other educational offerings to support the construction industry. At this time, Dave shared that ABC has over 140 offerings per year for the Laborer to the CEO.

### 7 **KATE ZIMMERMAN, LEADERSHIP LANCASTER**

Kate talked about Leadership Lancaster and the ways in which its programs help address employee needs, elevate leadership skills, and serve as a crucial piece of workforce (and community) retention.

### 8 **CATIE KRAJEWSKI, FOUR SEASONS FAMILY OF COMPANIES**

Four Seasons Family of Companies offers a variety of internal training and development options for its employees. Catie shared about the company's on-site training team, Continuous Improvement Department, on-site manager training program, and the mentors paired with employees to foster success in the workplace.

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### JIM LEWIS, EHD INSURANCE

EHD started the Producer Academy, as the company recognized the need to intentionally bring in young, bright people not only to EHD but to the industry. Over the next 15 years, 50% of the people in the property/ casualty industry will retire, creating a great opportunity for people entering the business.

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### CLAYTON LEE, EVERENCE FINANCIAL

Clayton offered insight on how Everence fosters a spirit of job shadowing within the organization, An example is creating a mid-tier, junior consulting role and having support staff who might be interested set up interviews with consultants within the market about expectations, experience, and expertise.

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### ADAM GEIMAN, ELANCO

Adam spoke about how ELANCO personalizes professional development for our staff and utilize the seven key attributes of an ELANCO educator (Learner, Leader, Community Builder, Collaborator, Designer, Facilitator, Analyst) as defined by the Spartan Professional Learning Framework

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### TAMMY ESHLEMAN, WELLSPAN HEALTH

Tammy underscored the value of partnering with the schools to further build on an employee's skills and to prepare employees with the certifications needed to grow in the organization.

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### SARAH BEDSAUL, ZEPHYR STRATEGIC SERVICES

Sarah highlighted the benefits of an outside look at current human resources or training and development processes, as stepping away offers perspective. She recommends utilizing professional consultants with a track record of success instead of reinventing the wheel for your own company.

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### KENT HARTZLER, NORTH GROUP CONSULTANTS

North Group Consultant's launched Emerging Teams, an interactive year-long cohort initiative designed to help organizations grown high potential leaders by focusing on organizational health and effective leadership behaviors.

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### CATHY MARTIN, WORKPLACE TALENT SOLUTIONS

Workplace Talent Solutions supports employers who have hired individuals with limited language skills. We offer English classes onsite for companies. The ESL classes focus on language that is used in the workplace to communicate with supervisors and coworkers. Workplace Talent Solutions also offers onboarding and training audits that help identify ways employers can adjust their procedures to better accommodate employees who don't speak English well.