

## MCC 2006 – 2007 Action Strategies – Team B Report -Fall Update

Last Meeting: June was the last physical meeting, July – Updated information was shared via e-mail. September 19, 2007 OCET Strategic Planning Retreat – discussions regarding the creation of an OCET Community Advisory Team was discussed.

### Goal 2, Objective 1

Expand training and workforce development programs in coordination with County, State, and Industry Economic Initiatives.

Team Members: Lois Greenwood, Cyrilla Pascual, Nancy Johnson, Maggie Bruck, Sharane Gomes, Dawn Freels, & Lori Govaars

### Major Accomplishments:

HealthCare Training Initiatives (As indicated in the Final Report of the Assessment of Employer and Workforce Needs for Maui County – Health delivery skills at all levels will be needed during the next ten years, page 7-10)

- Year Long Training Initiative on Nurse Leadership and Executive Coaching for Hale Makua
- Nurse Leadership and Team Building for the KCC Nursing Department.
- Spanish for Medical Professionals at Kaiser Permanente
- Managing Performance at Hilo Medical Center
- Professional Nurse Leadership Preceptor Program and Train The Trainer (Robert Wood Johnson/HPIN Initiative)
- Maui Cares Program – Train the Trainer Compassionate Caring for Community Health Care Agencies Working with the Elderly and Disabled

Customer Service Skills (Given the dependence on tourism related businesses here on Maui.)

- Managing Emotions for Security Purposes – Kea Lani Hotel
- Managing Emotions for Front of the House Management – Kea Lani Hotel (pending)
- TIPS Train the Trainer – Sheraton Maui (2 days)
- How to Deliver Exceptional Customer Service, winning Telephone Techniques, Handling Difficult Customers with Ease, Handling Emotions Under Pressure, The Leader In Each Of Us – Blue Hawaiian Helicopter (Pending)
- Classic Resorts – A Higher Level of Customer Service

Information Technology (Given the increase use of technology in all types of occupations and the concerns with technology expressed by employees and employers, technology skills should be invested in as a priority.)

- MS Access – Maui Marriot Ocean Club
- Series of 20 Technology Classes – Maui Land and Pine
- MS Word – Diamond Hawaii (Pending)

Trades Skills (Demand in construction, skills trades, and crafts signify a need for vocational education. Mechanics, waste water management and construction will be in demand for the next 5 years.)

- Forklift Certification, Appliance Repair, Basic Electric and Multimeter Use, Air Conditioning and Refrigeration, Basic Plumbing, Welding, Carpentry, and Wood Finishing and Furniture Repair – Kaanapali Beach Resort. (Pending)
- Forklift Certification – Pro Service Hawaii

#### County Training Initiatives

- High Impact Business Writing
- Grammar Review
- Essentials of Supervision
- Tractor Mower Operator Training (Pending)
- Bus Driver Training (Pending)
- Pesticide Application & Safety Training
- Restroom Maintenance Program (Pending)
- Leadership Training Initiatives for the County’s Park and Aquatic Division (Year-long program in progress)
- Behavior Based Interviewing for Fire Fighters and New Fire Chief

#### Soft Skills Training Initiatives

- LEAD for First Time Supervisors serving multiple employers in Maui County (9 month program)
- Team Building with DISC – KCC EMS Department (Pending)
- Multicultural Workforce Training – Norwegian Cruise Lines (Working with Kapiolani on RDP Funds)
- Fundamentals of Management (3 days) – State of Hawaii
- Soft Skills Training – Minit Stop (Pending)
- Conflict Resolution, Team Building, & Communication – Department of Human Services (Pending)
- Understanding Filipino Work Styles – Appreciating Maui’s Multicultural Diversity
- Maui Land and Pine – 7 Habit for Managers
- Pacific Radio Group – A series of Strategic Planning Retreats for all employees on Maui and the Big Island
- Two sessions of 7 Habits for Managers to be facilitated on the island of Lanai in January
- DISC Session for MEO

#### OTHER INITIATIVES:

We have also been working with the Maui Chamber of Commerce to provide Chamber members a special discount to business programs that we offer.

We are also represented on the Workforce Investment Board.

#### RECOMMENDATION for the Coming Year:

OCET’s overall strategy is to always focus on Relevance, Quality, and Return on Investments, and we need to listen to our customers. Therefore, we would like to: Develop an OCET Advisory

Group made up of community representatives to acquire input specific to OCET/VITEC offerings.

Objective of the group:

- Provide input, ideas, and leads on instructors for various classes.
- Determine specific curriculum content ideas for their businesses – this way, once the courses are developed, there is a greater likelihood of “closing the deal” for employee participation.
- Take back, share, and market our upcoming courses to their businesses and others.
- Meet quarterly.

NEXT STEPS:

Determine potential advisors and formally ask for their involvement.

First meeting January 2008 – New brochures will be available for their review.