Improving Outcomes Through Collaborative Business Engagement

ILLINOIS WIOA SUMMIT
Workforce Innovation and Opportunity Act

SPRINGFIELD WYNDHAM CITY CENTRE
OCTOBER 24, 2017

Michael Baker
Office of Employment & Training
Illinois Department of Commerce

AUDIENCE POLL

WHAT IS OUR UNIFYING GOAL?

ECONOMIC PROSPERITY

Improved access to skilled labor

Improved access to good paying jobs

Profit & Reinvestment

Competitive Companies

Competitive Workers

Good Jobs

The Case for Engaging Business

"Business" = "Employers"

KEY CONCEPT – DEFINING SUCCESS for INDIVIDUALS

KEY CONCEPT – DEFINING SUCCESS For BUSINESS

The Illinois Vision:

"Business-driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state's economy."

Common Vision … Common Goal

Workforce an asset for regional prosperity

Education

Eco Dev

Workforce System

Business Sectors

The Talent Pipeline

HOW DOES THE TALENT PIPELINE WORK?

ZAP!

Old School Talent Pipeline

- Healthcare
- Information Technology
- Manufacturing
- Transportation Distribution Logistics

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Old School Talent Pipeline

ED & TRN

- Healthcare
- Information Technology
- Manufacturing
- Transportation Distribution Logistics

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WHAT DETERMINES THE TYPE OF EDUCATION AND TRAINING OFFERED IN A REGION?

Talent Pipeline

Demand driven?

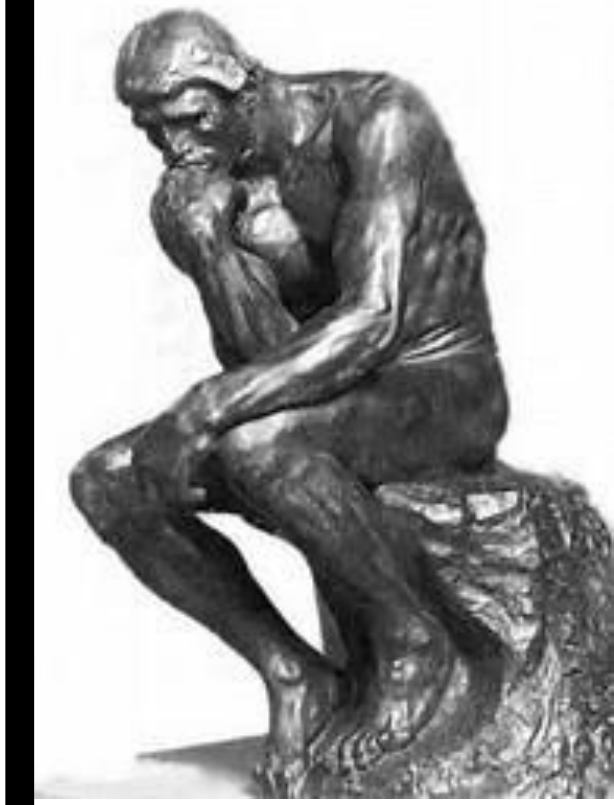
Whose demand?

Data informed?

What data?

"Without data you're just another person with an opinion."

- W. Edwards Deming,



How can we get to Business Driven?

ED & TRN

- Healthcare
- Information Technology
- Manufacturing
- Transportation Distribution Logistics

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Be Value-Added for Business

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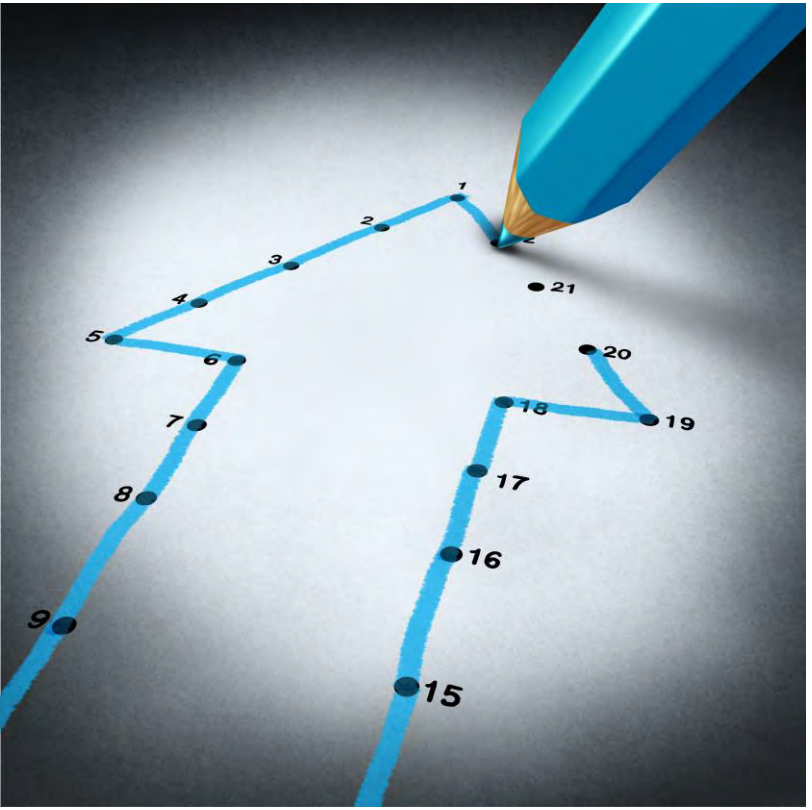
UP SKILL

LaborExchange

OJT

Apprenticeships

GET IN. GO FAR



on Outcomes

Workers

- Educate & Train for Demand Skills
- Hands-on Experience
- More likely to finish if making $
- Up-skill/Backfill
- Workplace accommodations
- Supportive services

Business

- Train to their specs
- Make quality referrals
- Assess “soft skills”
- Lower hiring risk
- Grow & diversify
  - Products & services
  - Talent pool
- Retain valued workers

VS.

Career Placement Rate

Are They Aligned?

Employment Referral Hits

Hiring Staff -Top 3 Questions

Can you DO the job?

Do you WANT the job?

Will you FIT the company?

Find / Create the Right Fit
Earn Trust by Adding Value

Desire?

Workplace Skills?

Talent?

Technical Skills?

Scaling Up: (Not So Well) What Works Well

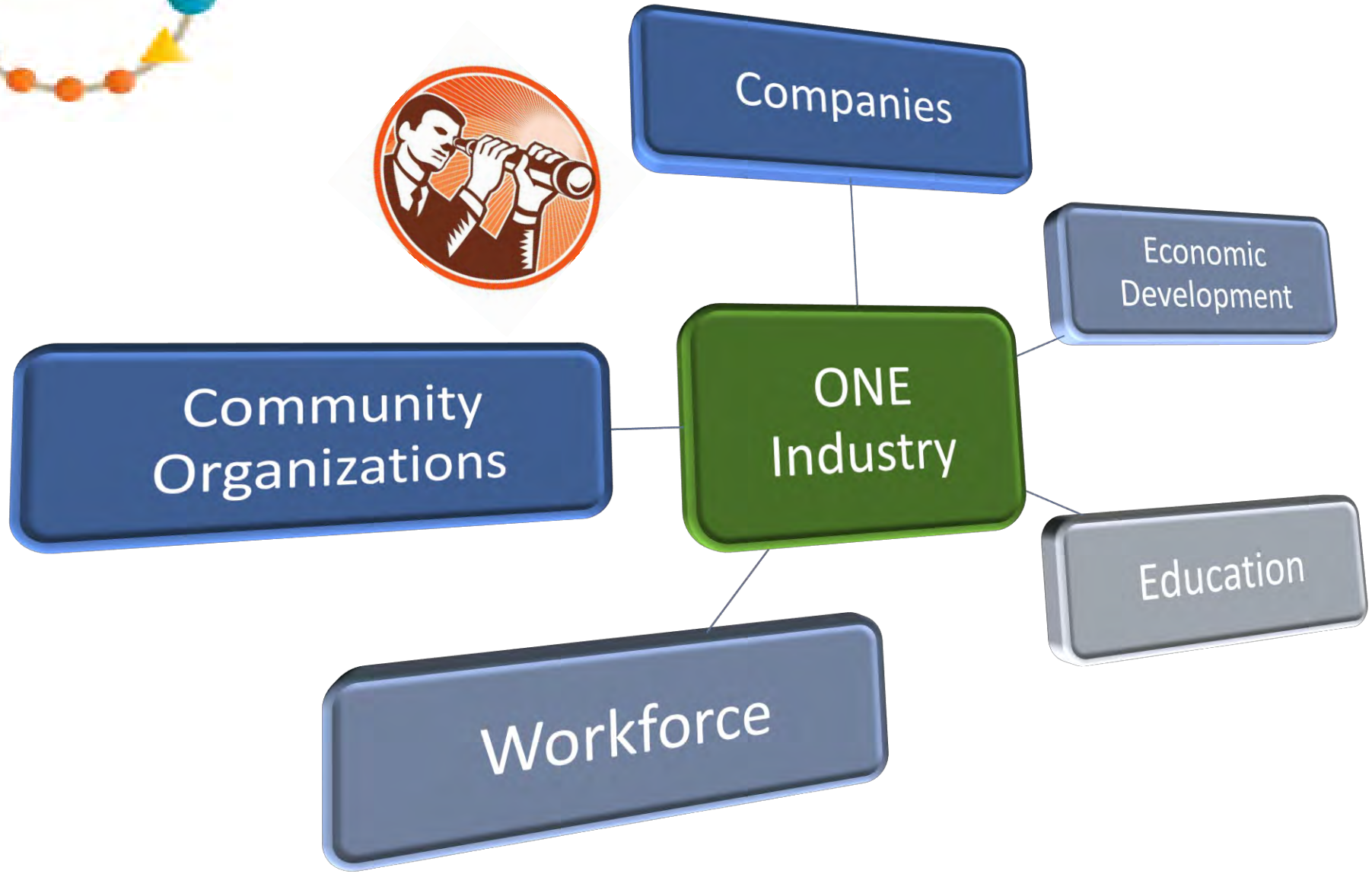
Scaling Up: (Not So Well)	What Works Well
Individual Companies	Clusters of Companies
Business as Customers	Business as Partners
Program or Institution Driven	Industry Driven
Statewide Top Down / Too Local	Regional
Wishful Thinking	Build on existing or emerging strengths
Workforce Only	All Industry Competitiveness Issues
Problem Driven	Opportunity Focused
Target Populations First	Business Priorities First
Representation Oriented	Champion Led
Futile Search for Consensus	Coalitions of the Willing
Organizations & Jurisdictions	People & Relationships
Mysterious Unique Occurrence	Disciplined Repeatable Process

Content by Collaborative Economics

KEY CONCEPT

SECTOR STRATEGIES:
BUSINESS-LED SECTOR PARTNERSHIPS

BUSINESS-LED SECTOR PARTNERSHIPS



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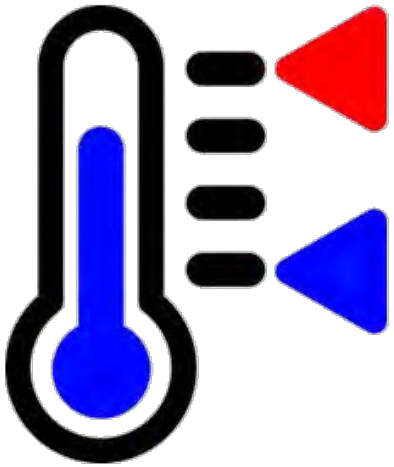
BUSINESS-LED SECTOR PARTNERSHIPS

- Act as a coordinating body
- Create customized responses to industry needs
- Focus on opportunities facing the industry
- Can be self-sustaining
- Refine industry-driven career pathways

Defining “Business Engagement“

Q: What does *"business engagement"* mean to public workforce & education partners?



Will Rogers, Jr.	*"I don't make jokes. I just watch the government and report the facts."*
Milton Friedman	***"The government solution to a problem is usually as bad as the problem."***
Sen. Daniel Patrick Moynihan	*"The single most exciting thing you encounter in government is competence, because it's so rare."*
Ronald Reagan	***"The nine most terrifying words in the English language are, 'I'm from the government and I'm here to help.'"***

The Importance of Integrated Business Services

BRACE YOURSELVES
BUREAUCRATS, EDUCATORS &
POLITICIANS ARE COMING

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ILLINOIS DEPARTMENT OF NATURAL RESOURCES

Illinois Department of Commerce & Economic Opportunity

IDES ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

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CMS

Community Action Partnership

EASTERN ILLINOIS UNIVERSITY

Illinois Department of PUBLIC HEALTH

Illinois Department of LABOR

Lake Land College

ILLINOIS UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

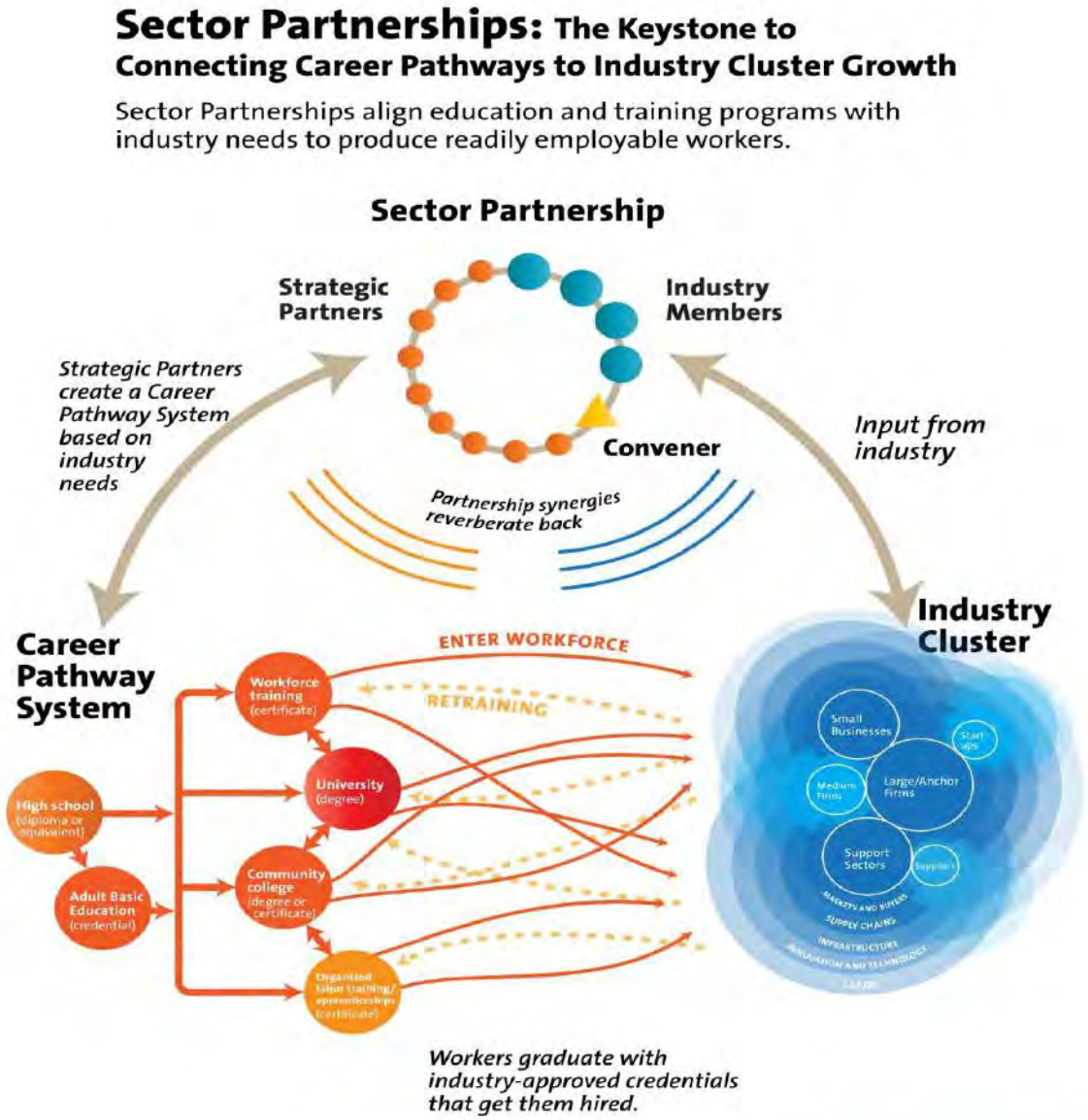
ILLINOIS ENVIRONMENTAL PROTECTION AGENCY

STREAMLINED APPROACH

Sector Partnership

1voice
Efficient
Effective
Communication

Sustainability:
A Single Sector Partnership at Work



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Education and Workforce

Talent Pipeline Management

Talent Pipeline Management:
A New Approach to Closing the Skills Gap

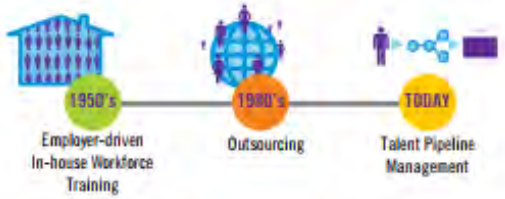
Building the Talent Pipeline:
An Implementation Guide

Managing the Talent Pipeline: A New Approach to Closing the Skills Gap

The challenge: Our education system is failing to keep pace with our economy and US employers are struggling to find skilled workers who can contribute to their growth.

To address this challenge: The U.S. Chamber of Commerce Foundation is engaging employers and their partners in developing a new demand-driven approach—talent pipeline management—based on lessons learned from supply chain management.

We need a **workforce strategy for our time**, not one designed to address the talent needs of the past.



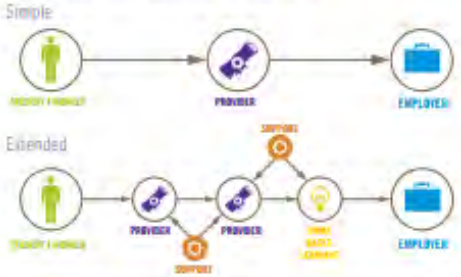
Employers need a talent management **strategy for those positions that drive their competitiveness.**

Employers must lead the way and they have the leverage to do so. In today's economy, employers control the greatest currency in the marketplace: **jobs.**

Employers must link their talent strategy to their business strategy, which requires **shared responsibility** across business functions to identify core capabilities critical to their ability to compete.

Working together, management teams can **segment their workforce** and develop sourcing strategies around those positions most critical to their competitiveness.

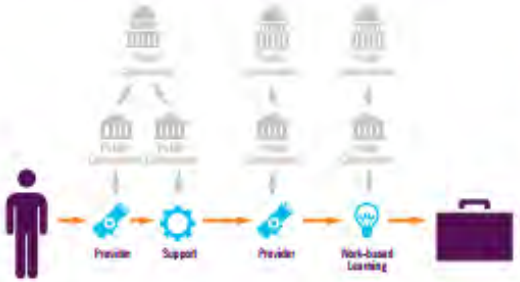
Employers, working independently or through collaboratives, must function as an **end-customer** and build **flexible and responsive talent pipelines** for new hires.



Employers need to develop **balanced scorecards** that address time, cost, and quality across partners and support measures such as **time-to-full productivity.**

Today programs and providers report up through **silo measures.**

With talent pipeline management, employer-focused measures track **end-to-end performance across partners.**



Students and workers can better connect to employers by accessing **preferred provider networks** based on performance.

Through Talent Pipeline Management we can achieve a truly demand-driven education and workforce system that creates shared value for all stakeholders, including employers, education and workforce providers, students and workers, and policymakers.

The U.S. Chamber of Commerce Foundation calls upon employers and all stakeholders to join the conversation and partner with us on this important work.

Contact: Jason A. Tyszko, jtyszko@uschamber.com

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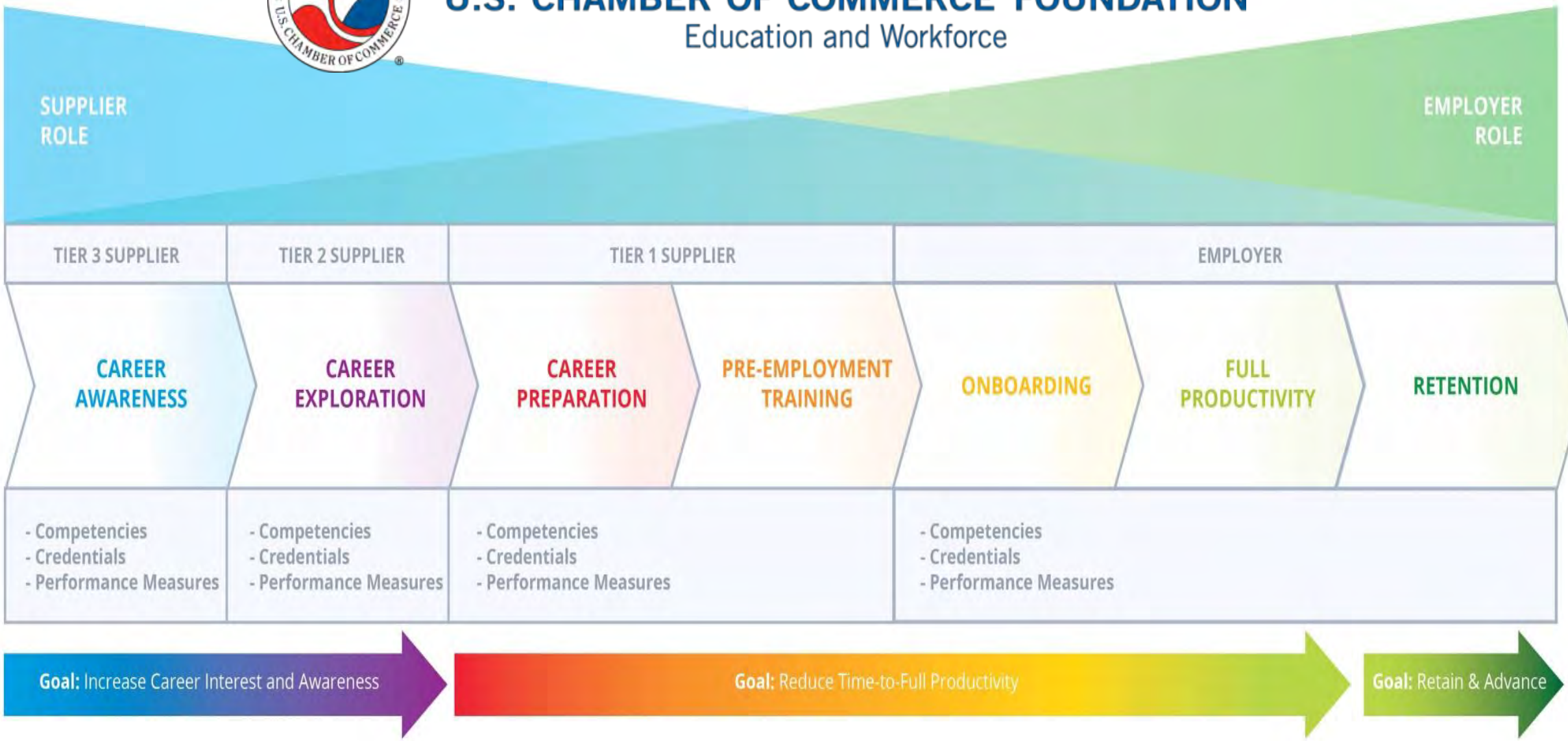
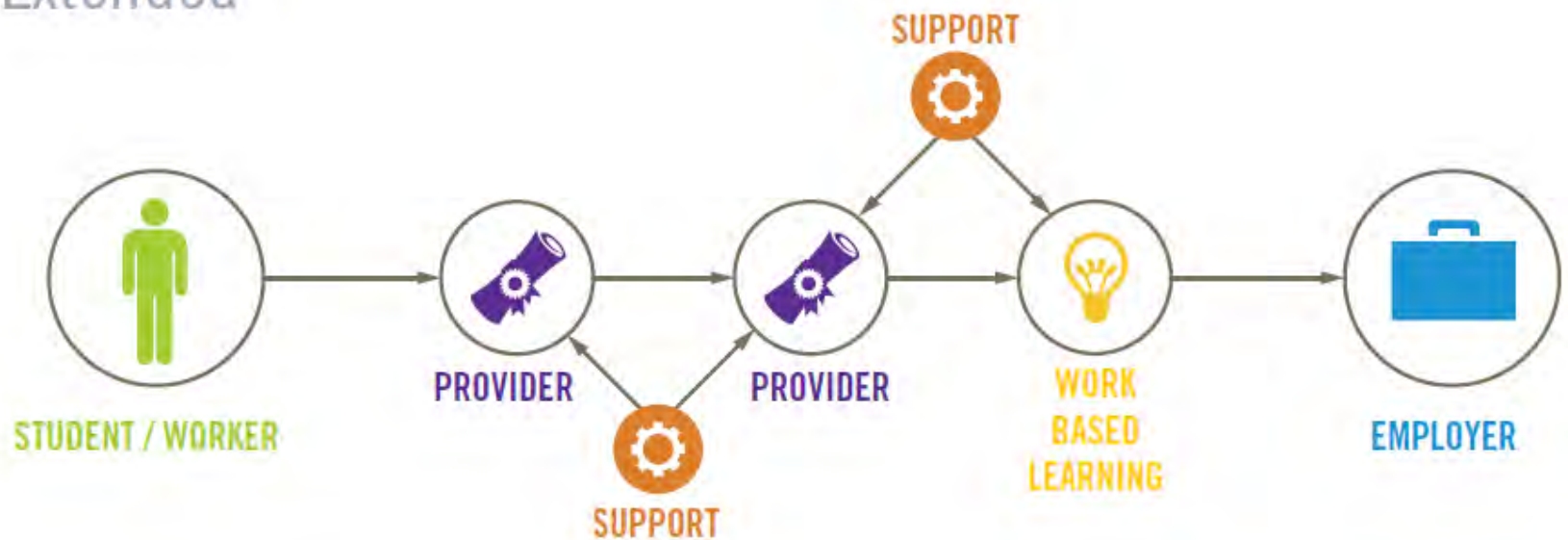


SIMPLE VS. EXTENDED VALUE CHAINS

Simple

Extended



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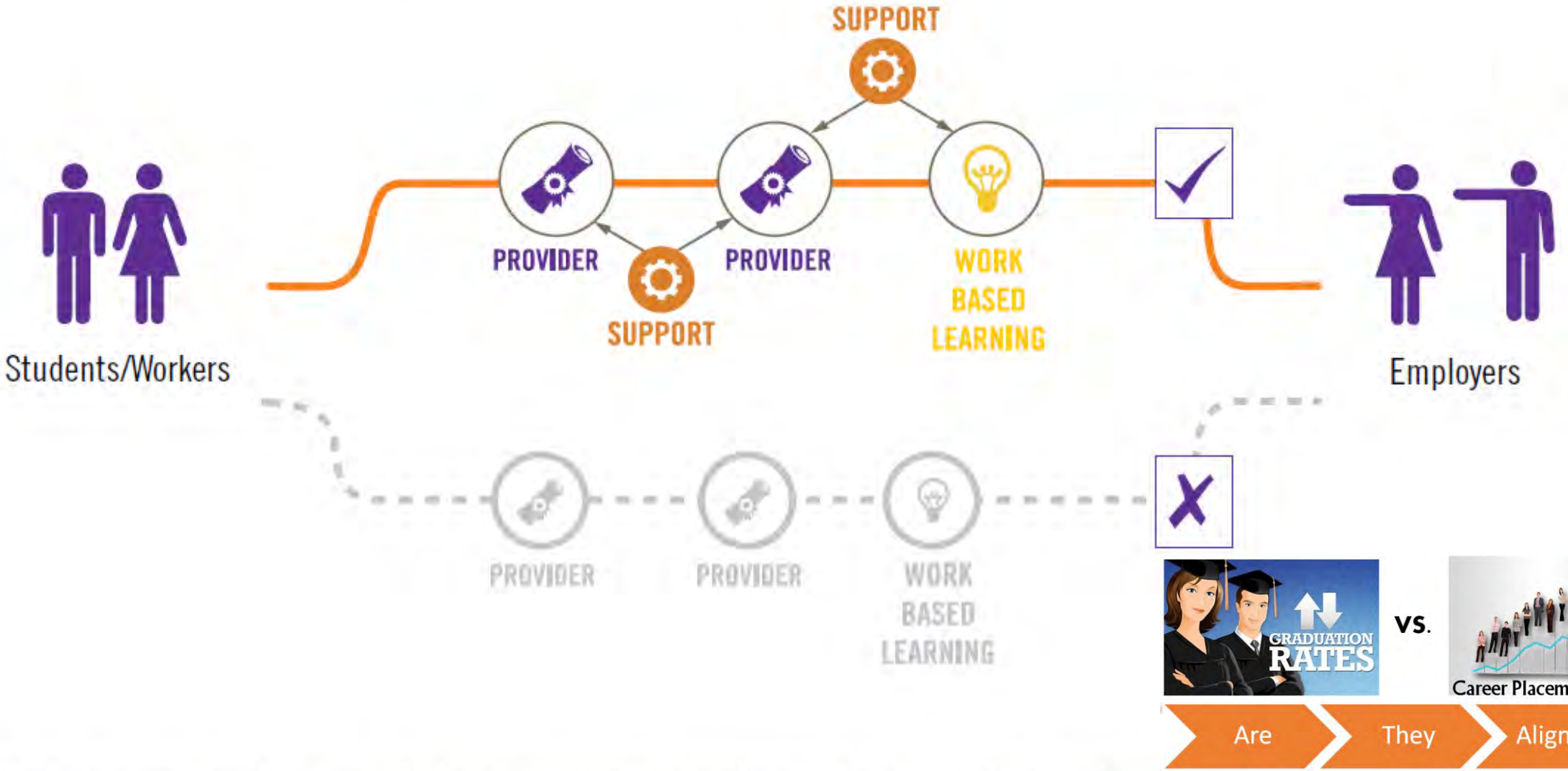
PROMOTING LEADING PROVIDERS



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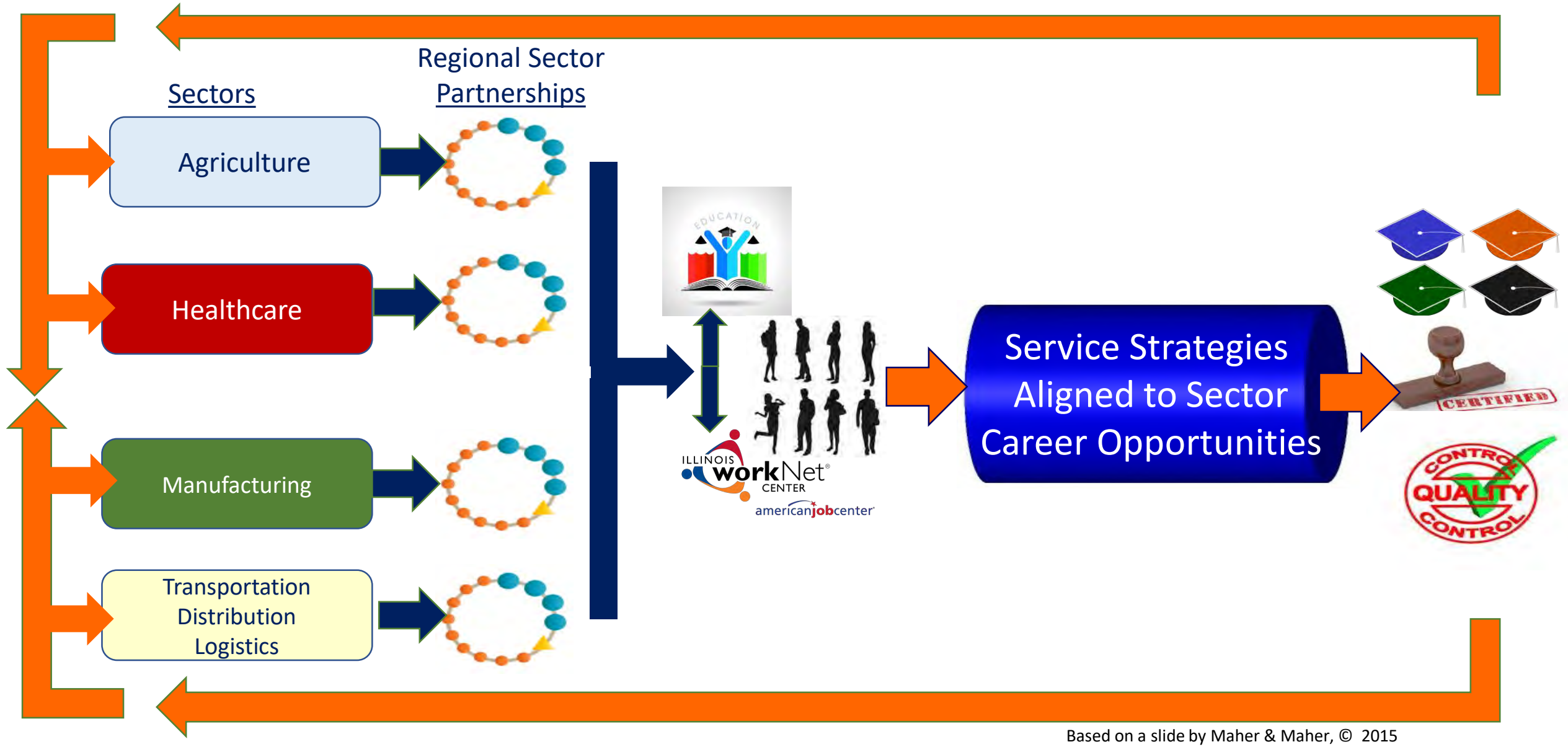
Stakeholders to STOCKholders Talent Pipeline



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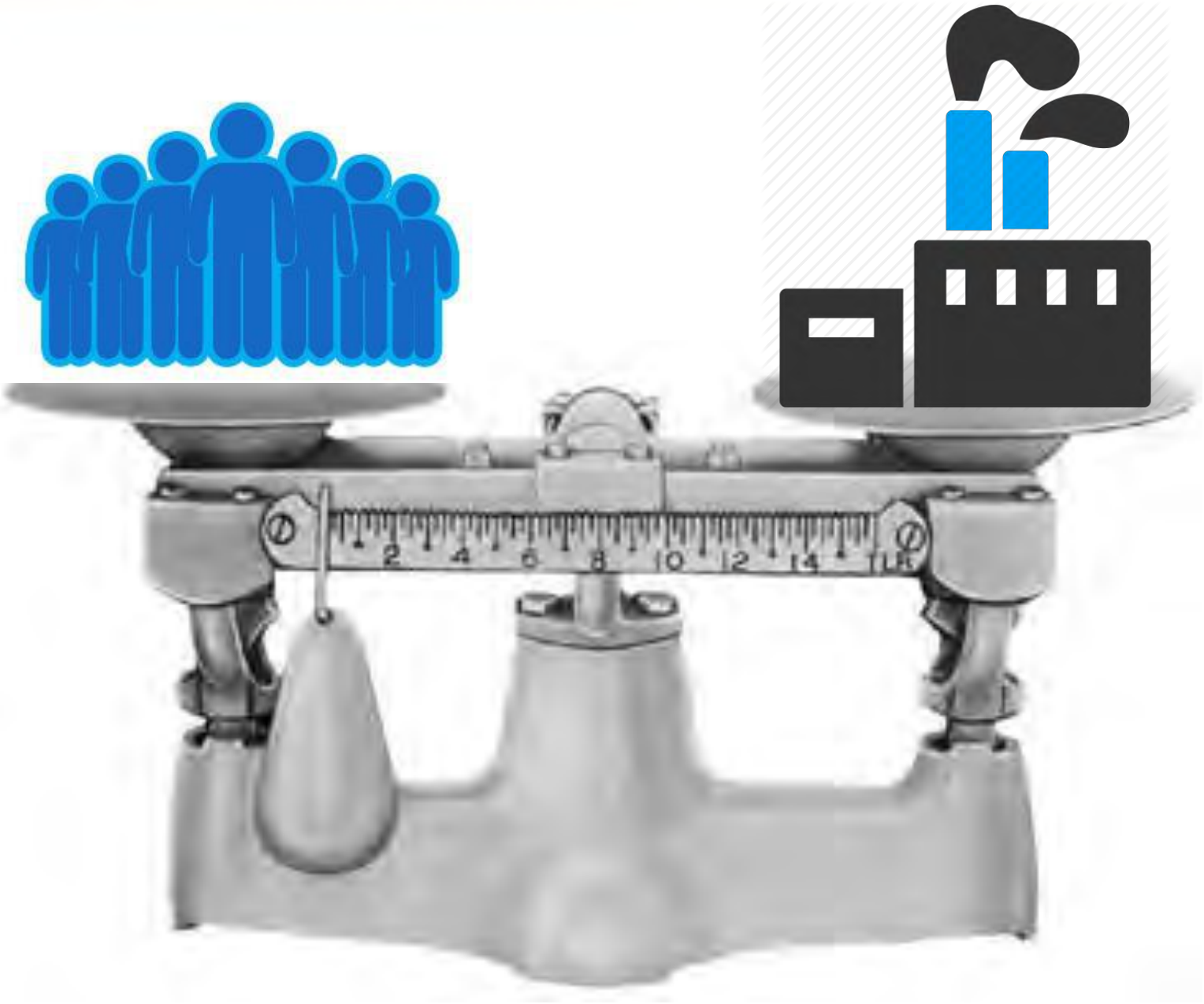

KEY TAKEAWAYS