Introductory Question

Complete this sentence: ***My role in an HPOG program sometimes feels like…..***

- You can name an activity or image that comes to mind in describing your role, like *…Being a Project Director feels like like wrestling an octopus; there's always another arm dangling free to worry about.*
- You can cite a comparable movie, TV show, or book title or character, like… *Being a Navigator feels like the character Ray Kinsella in the movie Field of Dreams, who listens deeply to others' voices and helps makes dreams come true.*
- You can compare it to another job or role, like…*Being a Job Developer feels like a juggler who keeps adding new items and prays he doesn't drop one.*

Be Creative in a Fun and/or Real Way!

Roundtable Ground Rules

- Punctuality- Be on time for ALL sessions!
- Fully Engage – No smartphone/email checking during sessions!
- Make Connections with Peers - Varying groupings @ sessions will help!

Building Trust with Employers

"Practitioners sometimes feel they face a lack of trust, or credibility, as they begin to engage employers….Such a response is normal at the start of any relationship. It reflects how we are wired for social situations, i.e., to be cautious. **Before we can engage in a substantive conversation with employers to help them meet their business goals, we need to establish trust."**

- From *Behavioral Economics for Workforce Professionals*, J. Bauman, National Fund for Workforce Solutions

Building Trust with Employers

Questions for Table Team Report-Outs

1. Name 2 ways that some of you built trust (specific actions!).
2. Describe 2 indicators that tell you that trust is strong.
3. Describe 2 specific results that can happen when strong trust is present.
4. Name 2 ways trust is reduced or lost (specific actions!).
5. Describe 2 specific results that often happen when trust is low.

Write your team's responses on sticky-notes and choose a spokesperson to read them to the group!

Building Trust with Employers

Tips from *Behavioral Economics for Workforce Professionals:*

- Establish a Personal Connection
- Share Their Goals
- Ask Questions and Listen
- Seek Feedback

Tips from *Hidden Agendas:*

- Avoid Polarizing Terms Like "Mutually-Beneficial" and Use Positive Terms Like "Win-Win" and "Partnership" (see list, page 14)
- Do Homework to Build Business Case –Emphasize Aligned Interests

Grantee Team Meeting #1

Instructions for Team Meetings

Plan Your Paired Team Presentation – 10 minutes suggested presentation time

- Assign presenter roles for each of the 3-4 action plans that highlight the significant strengths to build on or gaps from the Foundation-Building document. Use your team's plan as a guide – Be concrete about goals and actions!
- What questions can peers help you answer about your plans?
- Designate note-taker(s) to capture peer consulting suggestions/questions

Plan Your Focus Project Presentation – 5 minutes total presentation time

- Write out project title & grantee name at top of flipchart paper
- Make "Challenge-Action-Results" outline notes on flipchart as visual guide – use your team's plan
- Assign presenter role (and individual time allotments if more than one presenter)
- Presenters - Make your plan come alive for the group!

Peer Consulting

Paired Grantee Team Presentation Format

- Each team is paired with one other team at your table
- Opportunity for deeper discussion and peer feedback on key components of Employment and Employer Engagement Plan
- Explain 3-4 action plans that highlight the strengths to build on or gaps from "Foundation – Building Plans" section of worksheet
- Each team has 25-30 total minutes to describe/discuss plan with paired grantee team; then swap roles:
  - 10 minutes – 1st presenting team highlights key elements of 3-4 action plans
  - 5 minutes for quick Q&A - Peers ask questions to learn more about plans
  - Presenting team articulates questions to ask peers about
  - 10-15 minutes to address questions & collect peer feedback on plan
  - **Switch teams' presenter/consulting roles at 1:35 pm**
- Presenting team captures notes from discussion to help guide revisions in plan

Suggestions for "Consulting" Team

- Listen deeply to get your arms around their proposed plans and their key questions
- Take notes to jot down key information and initial reactions as they present
- Discussion should be fast-paced – Be concise in all remarks!
- Ask questions to clarify the team's plans – *What else do you need to know before you offer suggestions?*
- Lift up strengths – *What sounded most promising based on your experience?*
- Flag their specific questions for a focused discussion
- Offer experience-based suggestions to consider – Be concrete!
- For key questions/interests: Think about materials/resources you know of that can help and offer to send it to the team later

Focus Project Presentations

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Format for Session

- 5-minute presentations – followed by 1-2 minutes of Q&A
- All presentations will be timed – listen for the chime
- After all 10 presentations –vote on the focus project you want to learn more about to inform your own team's plans
- Share what you specifically want to learn more about to guide discussion
- Voting takes the form of a sticker placed on the flipchart of your choice
- Make a note to follow up with other teams not selected whose project you want to learn more about
- Deeper dive discussion with the team selected – using your questions to guide discussion

C-A-R Focus Project Presentation Format

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Challenge – Action - Results

Challenges

- Frame the challenge you are addressing: What exactly are trying to achieve and why does this matter?
- Use data when possible to highlight your challenge/why it matters.

Actions

- What 3-4 significant action steps do you need to execute?
- What's the timeframe for these actions?

Results

- What does success look like? (specific employment goals are best)
- What indicators along the way will show how its working?
- How might you scale/expand your plans if they are successful?

Peer Learning – Considerations for Adapting Practices for Your Project

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- No such thing as "replication" – EVERY imported strategy or major practice must be adapted in some ways
- What can be similar: General goals and strategy; Capacities/Roles needed; Overall process flow; Types of tools needed (e.g., project plans, materials, etc.)
- What causes the need to adapt? Questions to ask:
  - What are key differences in **regional operating environments** related to project?
  - How are our **institutional** players/capacities/culture different?
  - Are there differences in our **participants' demographics** that influence project?
  - What are our team's **individual contributor** strengths and gaps related to project?
  - Who has the time/energy/capability to take the **lead**?

Employer Engagement: Relationship Management Life-Cycle

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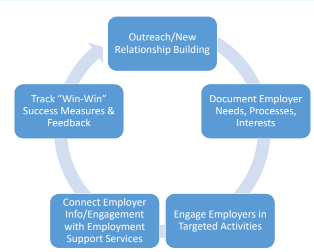

Employer Engagement Practices Refresher

Resources & Practices Introduced During VLC

- Nebraska Project HELP Case Study
- Volunteers of America Texas Case Study
- Pima Community College Case Study
- *Lessons from Promising Practice Case Studies*
- *Employer Engagement and Employment Support* worksheet (Foundation-Building section; Items 1-9; pages 2-5)

Examples from VLC Grantees' Plans

- Employer outreach via industry intermediaries
- Better leveraging of partners' employer relationships and employment support services
- Systematically document insider knowledge of employers' needs and processes
- Employer presentations at specific HPOG events
- Program-specific job fairs
- New internships/OJT onramps with targeted employers
- Converting more clinical placements into jobs
- New/expanded training programs to meet high employer demand

Working Effectively with Employers – Paired Grantee Team Discussions

Outline for Conversations

1. Go over the 5 sections of the life-cycle and agree on one section where you want to focus your conversation.
2. Quickly brainstorm ideas for practices to use for your chosen area. List up to 10.
3. From list, choose two practices that your group thinks has especially strong potential to strengthen employment results, and discuss why this practice is important and how it can lead to higher employment results.
4. Choose a team member to describe your team's two recommended practices to the full group.

Each team will have two minutes to explain their chosen practices!

Strengthening Participant Employment Support Services

Concurrent Session Topics

Grantee Teams Divide to Attend One of Three Concurrent Session Workshops

1. *Infusing Employment-Related Services throughout the Participant Experience*
2. *Strengthening Case Management Relationship Connections*
3. *Post-Training Support Services and Employment Reporting*

Strengthening Participant Employment Support Services

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Concurrent Session Format for Each Topic

- Quick Introductions
- Visual Data Gathering Activity – To help each group to easily "see" patterns in how different grantees handle each topic as a jumping-off point for discussion
- Discussion Based on Patterns and Examples
- Identify Effective Practices

- Approximately 35 minutes for Small Group Discussions (until 11:00)
- Facilitator will do short report-outs for each topic to the whole group

Grantee Team Meeting

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Suggested Quick Discussion Meeting Topics

- Share key takeaways in abbreviated form
- Choose one top team takeaway based on Roundtable learning to announce
- Plan follow up meeting by May 25 to revise plans

You have until 11:40 am!

Success Drivers in Leading Complex Projects

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How is Leading HPOG Programs Harder than Operating This Crazy Bike?

Action Steps Following Roundtable

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- Complete Roundtable evaluation form
- PDs – Look for Mary's email to book final VLC coaching meeting
- Schedule team meeting to revise/sharpen your team's plan
- Send final plan to Bill/Mary 1-2 days before coaching call scheduled (TBD-May 28 through June 8)