



2010 Michigan Career Education Conference

They have their NCRC, now what is the plan?

www.michiganerc.org

Michigan Systems & NCRC Stakeholders



Workforce System

25 Michigan Works! Agencies

100+ Service Centers

Secondary Education

700+ School Districts

100,000+ Juniors MME, MI NCRC

Community Colleges

28 Community Colleges

18 Michigan Technical Education Centers
M-TECSM

They have their NCRC, now what's the plan?

At the same time skill needs are growing...

This is what high school data is saying

Out of 100 high school students:

75 graduate from high school

- 27 enter the workforce with HS diplomas
- 48 continue on to college
 - 30 seek bachelor's degrees
 - 11 graduate in 4 years
 - 18 enter two-year institution
 - 11 do not complete a degree**

....and 25 drop out !!!

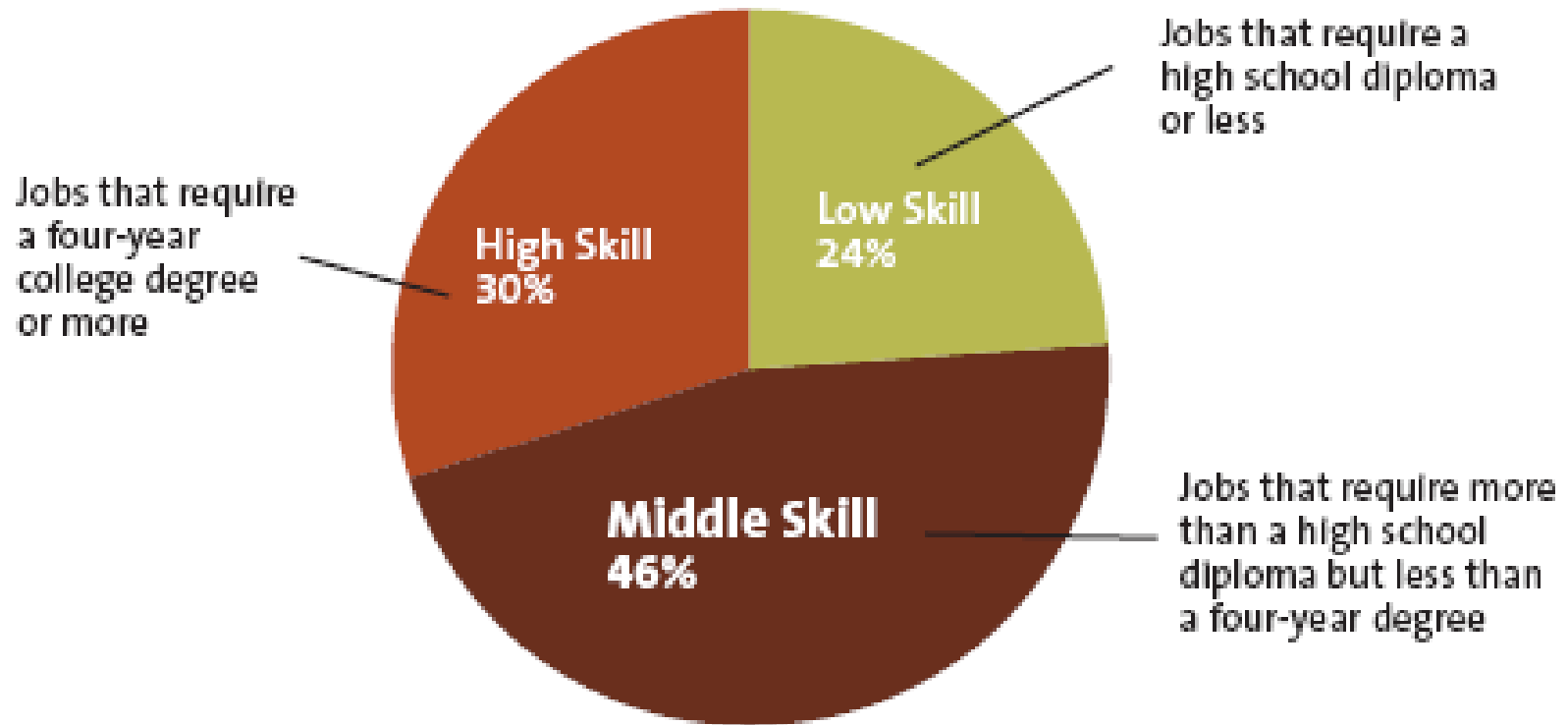
S. Stimart - Director, Work Force Development - ACT



NATIONAL
CAREER READINESS
CERTIFICATE

They have their NCRC, now what's the plan?

650,000 New Middle-Skill Jobs Predicted for MI by 2016



Source: Calculated by TWA from MDELEG data

They have their NCRC, now what's the plan?

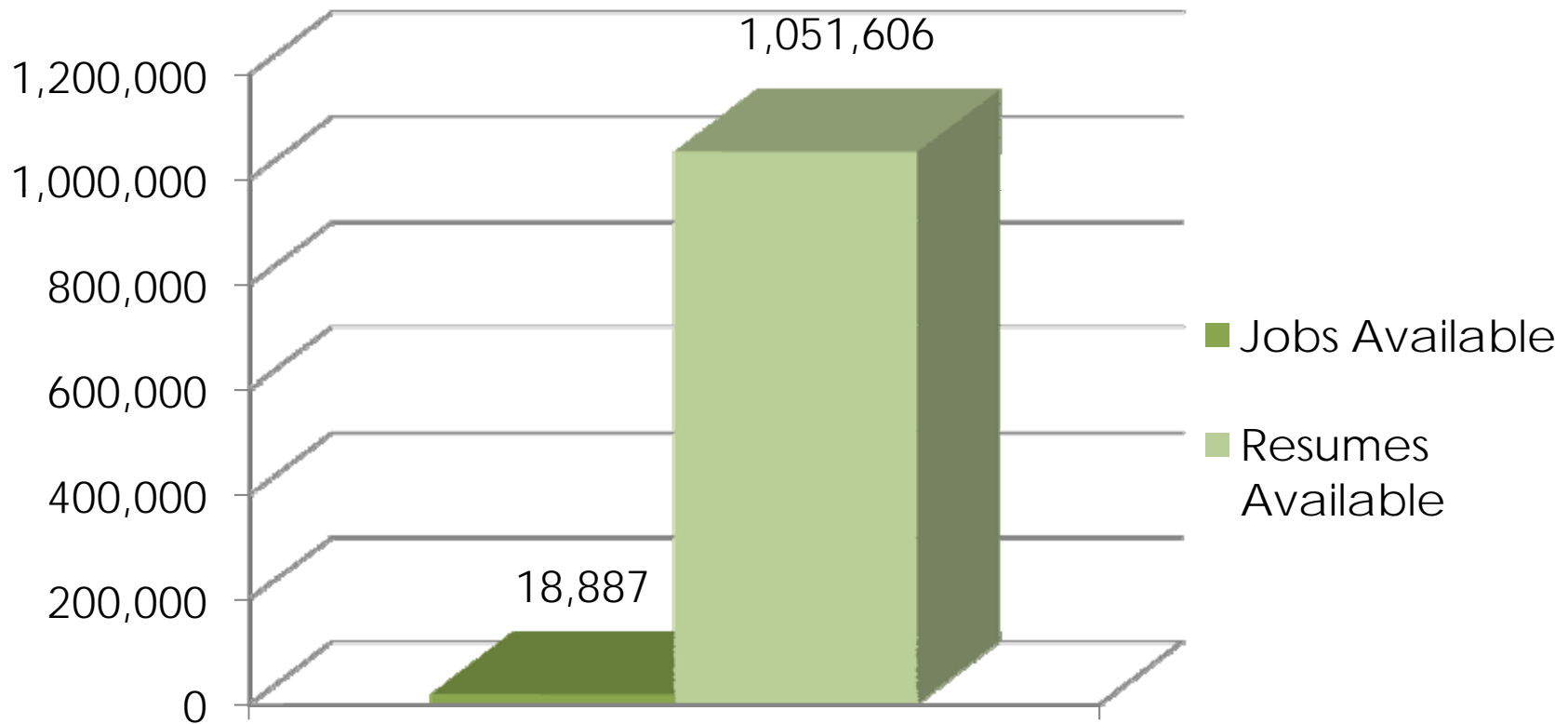


Need is Startling

- 692,000 individuals do not have a GED or High school diploma
- 1.5 million working age adults who do have a GED or HSD, but have not entered a post secondary institution are earning at or below the state's median wage of \$15.45/hr.
15.45 x 2080 – \$32,136 annual gross earnings
- Of the 5 million working adults (18-64), two thirds have not yet completed an associates degree or higher
- Michigan trails behind national and global averages in terms of the percentage of adults with an Associates Degree or higher
- 60% of students entering Community Colleges require remediation prior to engaging in post secondary education.



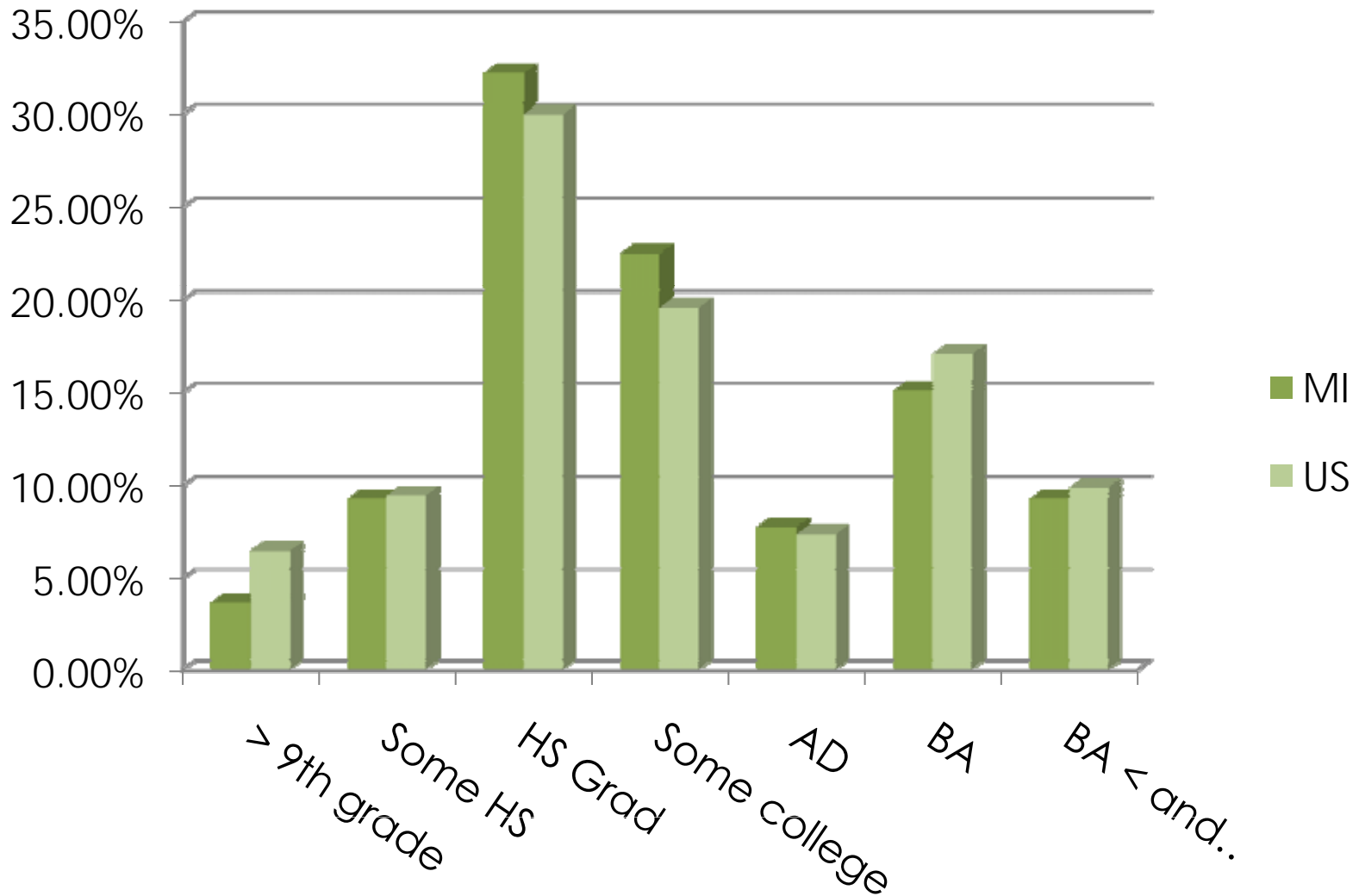
56 Applicants for Every Job



They have their NCRC, now what's the plan?



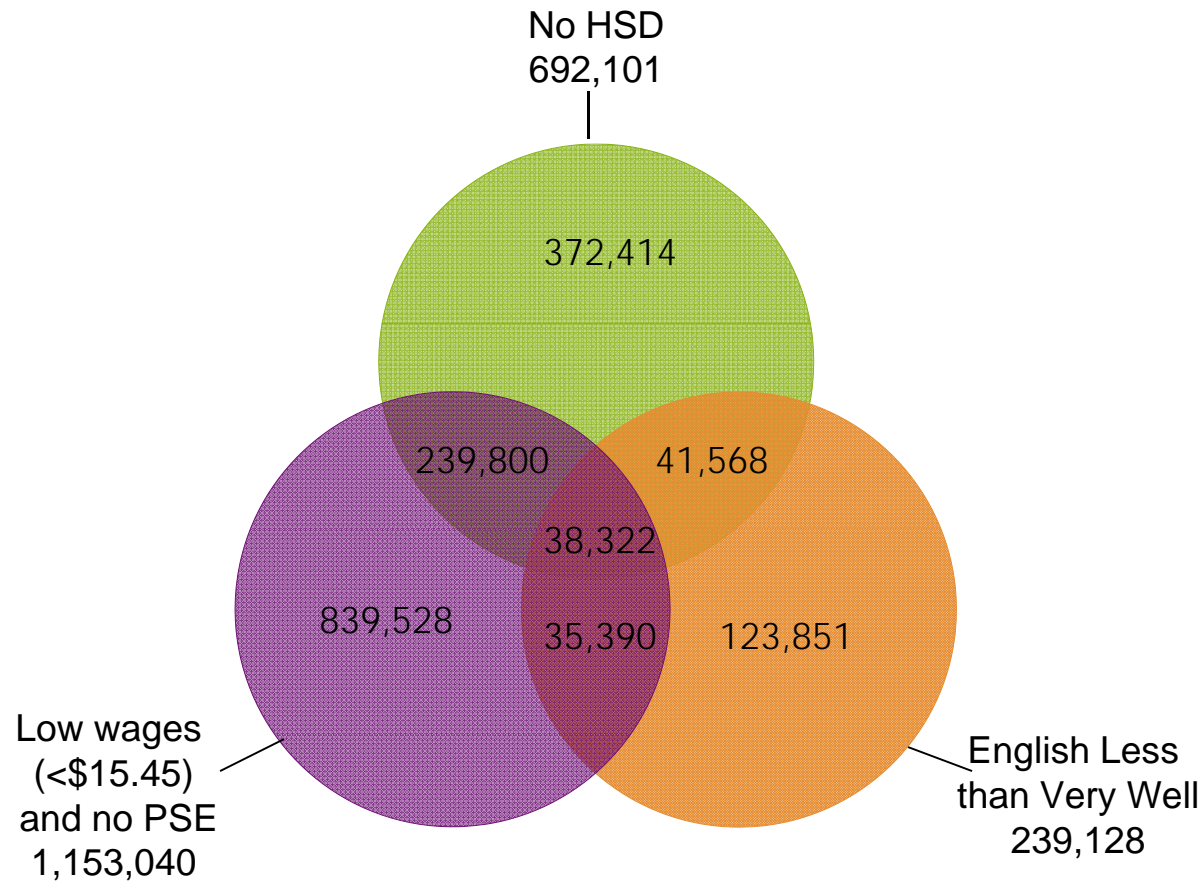
Educational Attainment



They have their NCRC, now what's the plan?



1,690,870 Michigan Working-Age Adults (18-64) Need Improved Basic Skills, 2006



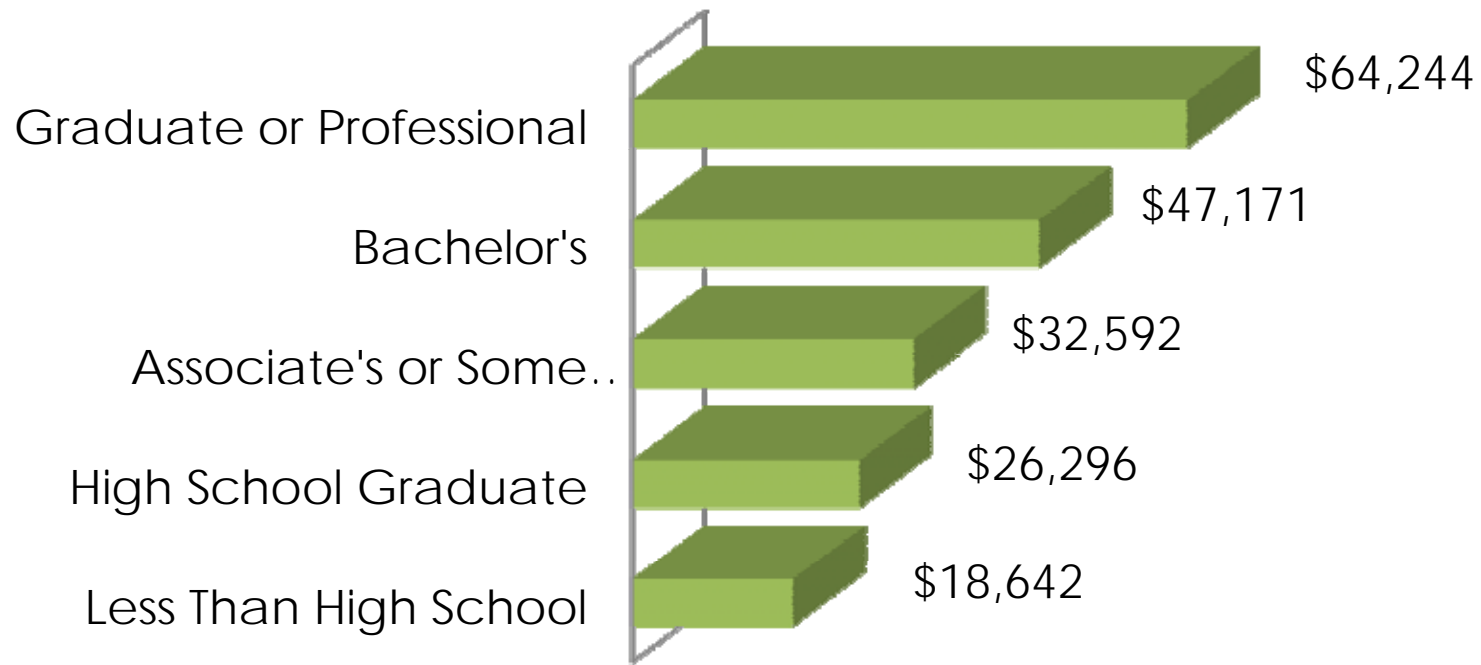
Percent of the total working-age adults (5,041,710): 34%

Source: U.S. Census Bureau, 2006 American Community Survey (Public Use Microdata Samples)

They have their NCRC, now what's the plan?



The More You Learn...The More You Earn

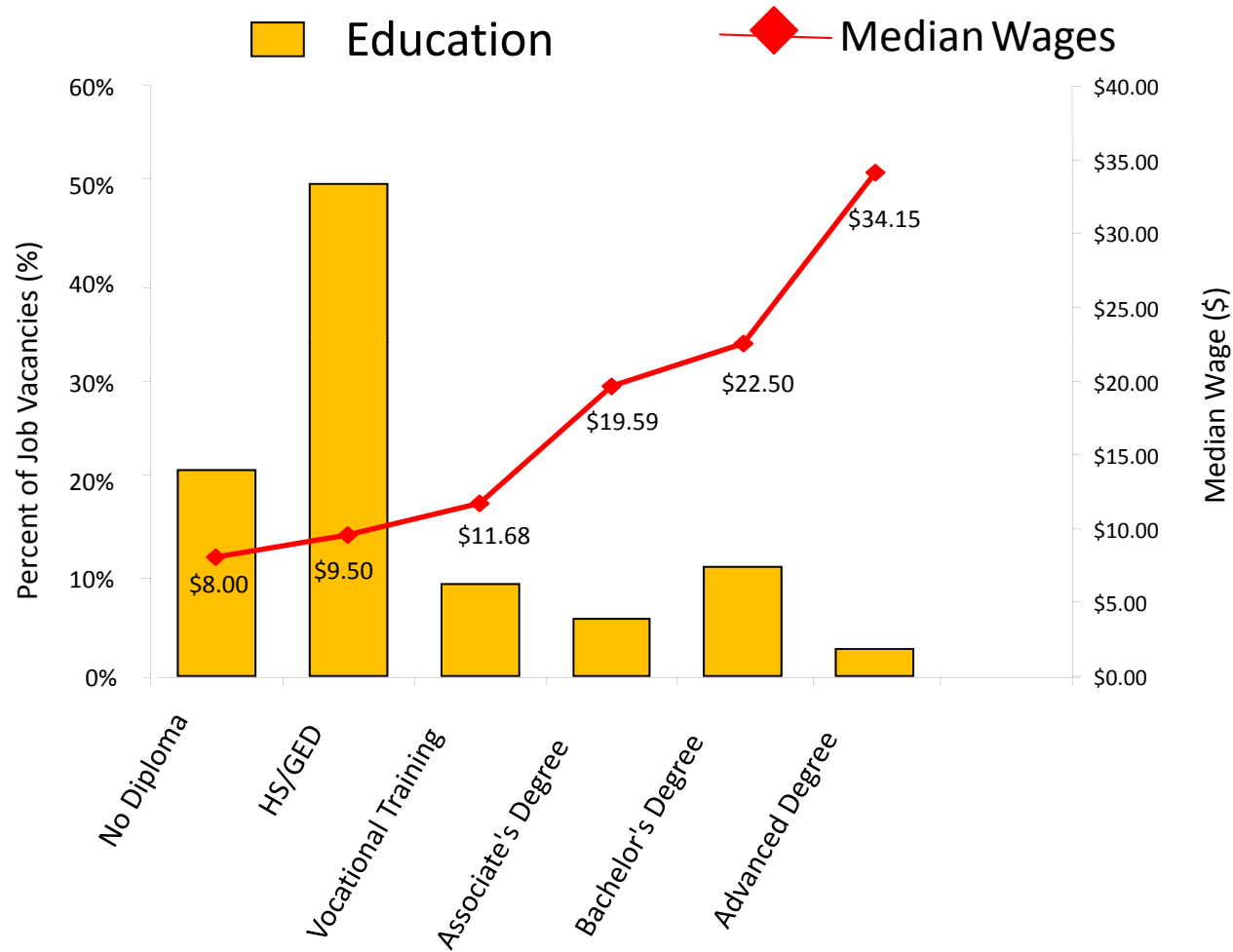


Michigan – 2007 American Community Survey, U.S. Census Bureau

They have their NCRC, now what's the plan?



Our Jobs Dilemma

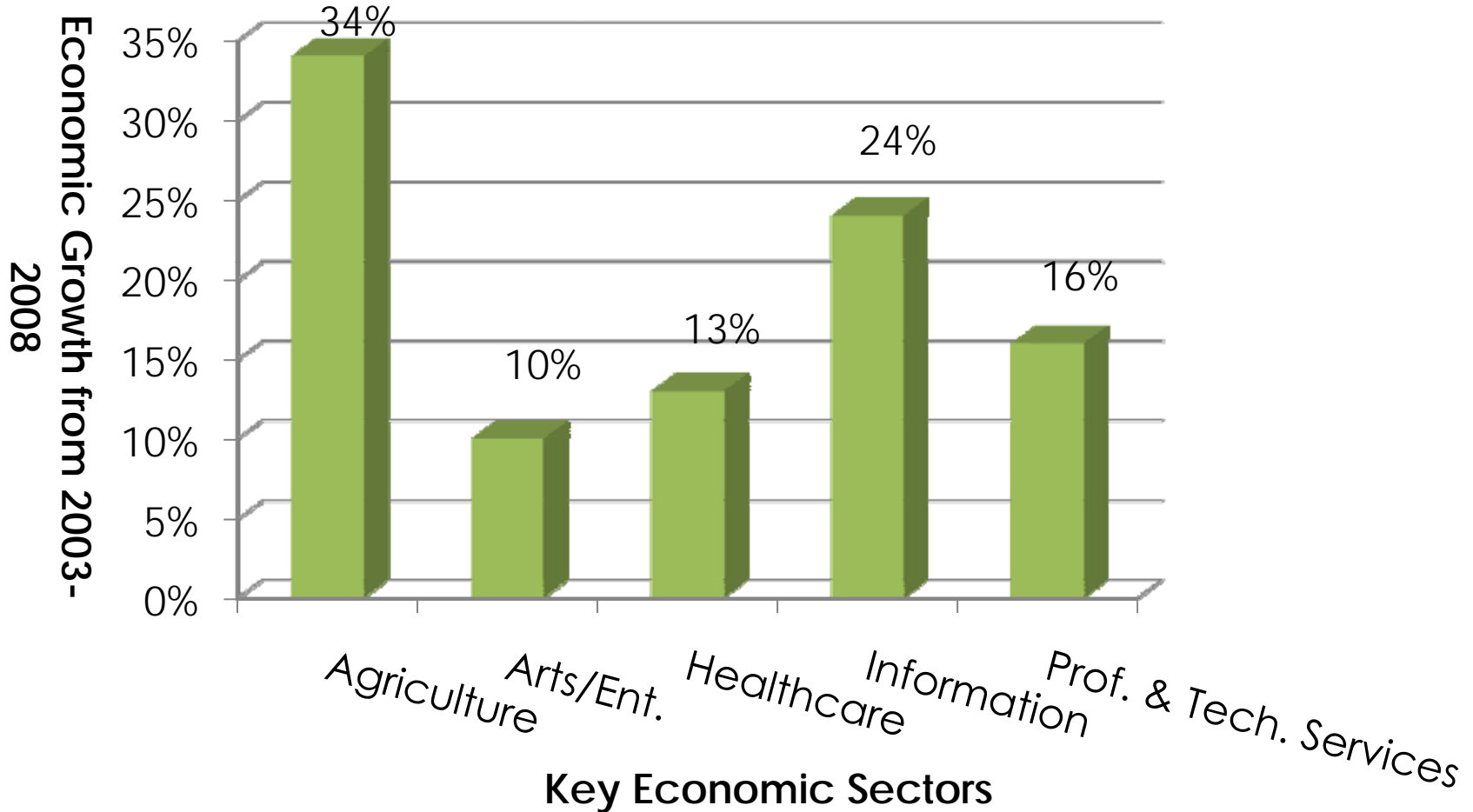


Source: DELEG, Bureau of Labor Market Information & Strategic Initiatives Michigan Job Vacancy Survey 2006
They have their NCRC, now what's the plan?



There IS Hope

Growth in Key Sectors since MI's Last Economic Peak in 2003



Source: Center for Michigan, June 3 2009, Analyzing [U.S. Bureau of Economic Analysis data on state gross product](#)

They have their NCRC, now what's the plan?



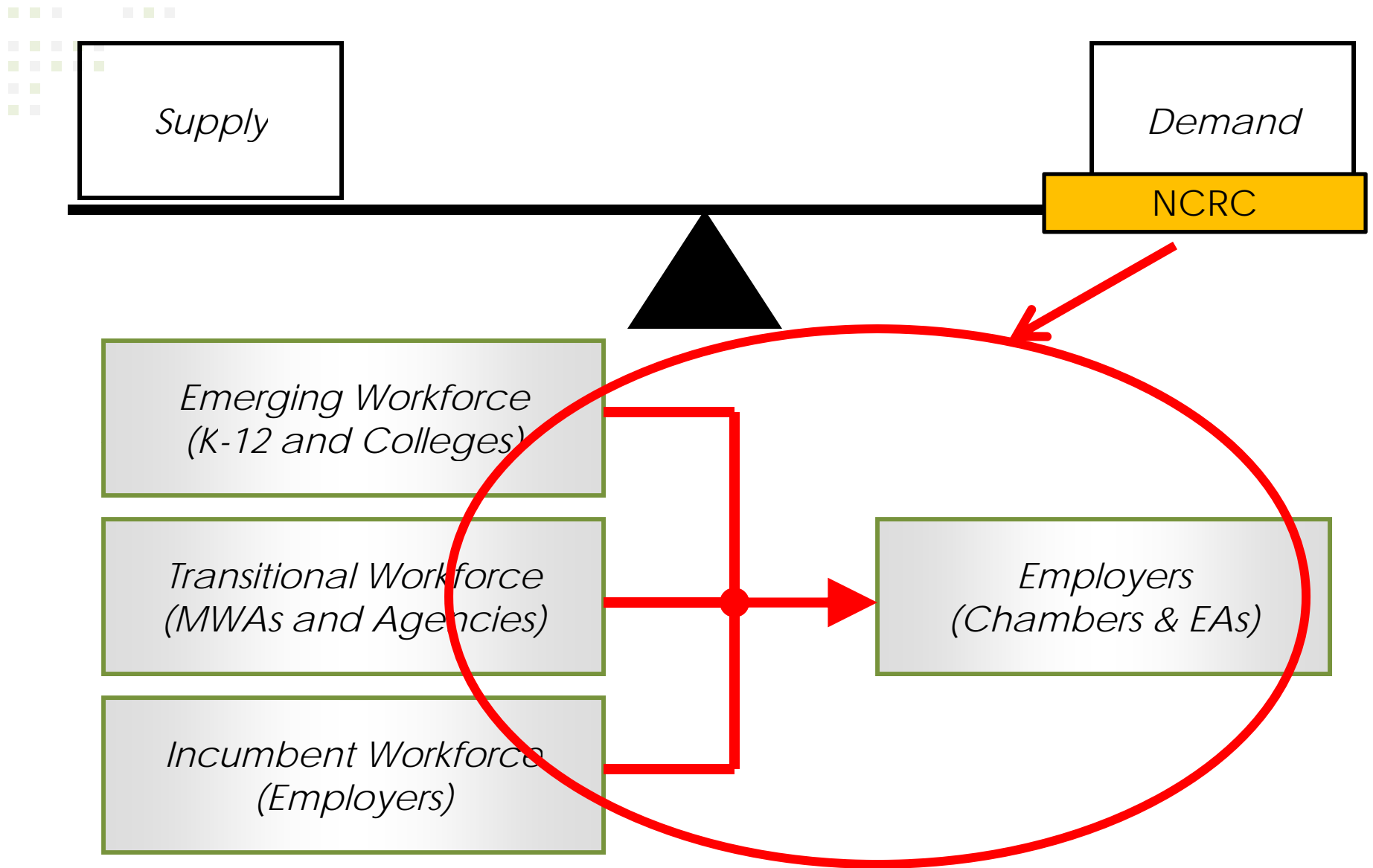
No Worker Left Behind (NWLB)

- Double # of Michiganders Trained
- In-demand occupations
- To over 100,000
- Over 3 years



Where is NWLB Today?

- 102,413 people enrolled in training by Columbus Day
- We surpassed 100,000 goal 10 months early
- First outcomes report released
- Governor makes NWLB permanent
- Obama Administration awards DELEG \$38M to train 8,644 workers in three regions (27 counties)



www.michigancrc.org

They have their NCRC, now what's the plan?



WorkKeys System Skill Assessments

Foundational Skills

Communication

- Business Writing
- Listening
- Reading for Information
- Writing

Problem Solving

- Applied Mathematics
- Applied Technology
- Locating Information
- Observation*

Interpersonal Skills

- Teamwork

Personal Skills

Unproductive Behaviors

Performance

Workplace Character

Talent

Career Interests / Values

Fit

- Incorporated in National Career Readiness Certificate
- Incorporated in Career Readiness Indicator

They have their NCRC, now what's the plan?





NCRC Certificate Levels



Bronze: Level 3 minimum in each skill
Core employability skills for
approximately 35% of jobs



Silver: Level 4 minimum in each skill
Core employability skills for
approximately 65% of jobs



Gold: Level 5 minimum in each skill
Core employability skills for
approximately 90% of jobs



Platinum: Level 6 minimum in each skill
Core employability skills for
approximately 99% of jobs

They have their NCRC, now what's the plan?

O*NET OnLine - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://online.onetcenter.org/> Go Links

o*net[®] Occupational Information Network

O*NET OnLine

Related Sites • OnLine Help • Home Occupation Quick Search: Go ?

Welcome to O*NET™ OnLine!

Making occupational information interactive and accessible for all...

What's New? Discover the [latest employment data](#).

➤ [Find Occupations](#)
Use keywords or O*NET-SOC codes, Job Families, High Growth industries, O*NET descriptors, Job Zones, or STEM disciplines.

➤ [Crosswalk Search](#)
Enter a code or title from the DOT, MOC, RAIS, SOC, or CIP to find matching O*NET-SOC occupations.

➤ [Skills Search](#)
Use a list of your skills to find matching O*NET-SOC occupations.

➤ [Tools & Technology Search](#)
Use tools and technology to find In-Demand occupations. Learn about related skills important to employers and educators.

The O*NET system serves as the nation's primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations. The O*NET database houses this data and O*NET OnLine provides easy access to that information. [Learn more about O*NET.](#)

Get the most out of OnLine with [OnLine Help](#). Our help system covers all of OnLine's features, with step-by-step examples to guide you. At any time

Done Internet

They have their NCRC, now what's the plan?



Defining Certificate Levels



NATIONAL
CAREER READINESS
CERTIFICATE

HOW TO: Occupational Reference

<http://online.onetcenter.org/> Find Occupations

- Search by your job title, or key tasks for position. Make note of ONET Code and ONET Occupational Title

www.act.org/workkeys/profiles/occupprof

- Search alphabetically for your ONET title and then match ONET Codes
- National Career Readiness Certificate is granted on the lowest level score, Bronze = 3, Silver = 4, Gold = 5
- In Applied Math (AM), Reading for Information (RI) and Locating Information (LI)



Navigating ACT's Occupational Database

<http://www.act.org/workkeys/profiles/occuprof/>

Title = ONET Title (not employer title)

AM = Applied Math

AT = Applied Technology

L = Listening

LI = Locating Information

OB = Observation

RI = Reading for Information

TW = Teamwork

W = Writing

BW = Business Writing

- Range = Level Score spread in the # of jobs profiled
- Number of Jobs = Number of Jobs profiled containing that skill area as critical
- **Red Numbers** = Level Score for skill area (median)

Occupational Profiles - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.act.org/workkeys/profiles/occuprof/indexrefer.html

WorkKeys Occupational Profiles **ACT**

Browse Job Titles: [A-C](#) [D-L](#) [M-R](#) [S-Z](#)

Title/O*NET Number/Career Cluster/Career Area	AM	AT	L	LI	OB	RI	TW	W	BW
Accountants	6		4	5	4	5	4	3	
Range	5 6		4 4	4 5	3 5	3 6	3 4	3 4	
13-2011.01 C F Number of Jobs	7	0	3	6	4	7	4	2	0

Adjustment Clerks	4		3	4	4	4	4	3	
Range	4 5		3 4	4 5	3 5	4 5	3 4	3 3	
43-4051.01 C E Number of Jobs	6	0	4	6	3	6	3	3	0

Administrative Services Managers	5		4	4	5	4	4	4	4
Range	3 5		2 5	3 5	3 5	3 6	3 6	2 5	2 4
11-3011.00 E C Number of Jobs	13	0	6	13	7	12	10	6	6

Advertising and Promotions Managers	3		3	4	5	5	3	3	4
Range	3 4		3 4	4 5	5 5	5 5	3 4	3 3	4 4
11-2011.00 E B Number of Jobs	2	0	3	2	2	2	3	2	1

NOTE: Line one is the median profile rounded to the nearest integer, line 2 contains the minimum and maximum skill levels required, and line 3 contains the number of jobs, by skill area, in the median.

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They have their NCRC, now what's the plan?

WorkKeys, ACT : Locating Information Job Skill Comparison Chart - Windows Internet Explorer provided by Grand Rapids Community

ACT http://www.act.org/workkeys/charts/locate.html

File Edit View Favorites Tools Help

31-1012.00 - Nursing Aides, ... ACT WorkKeys, ACT : Locatin... X ACT WorkKeys Occupational Profiles

EDUCATION HOME | WORKPLACE HOME SEARCH

Skill Comparison Charts

- Overview
- Applied Mathematics
- Applied Technology
- Business Writing
- Listening
- Locating Information
- Observation
- Reading for Information
- Teamwork
- Writing

Locating Information

This chart compares the Locating Information skill levels required by profiled jobs and the Locating Information skill levels possessed by individuals who have taken this assessment.

Skill Level	Job Profiles (2004-2009)	U.S. Examinees (2008-2009)
6	2%	1%
5	19%	20%
4	55%	53%
3	24%	17%
Below 3	0%	9%

5,180 N **637,634**

Because these data are based on WorkKeys users, they may not be nationally representative and should be interpreted cautiously.

The numbers in the center column represent the WorkKeys skill levels for Locating Information.

Done Internet 100%

They have their NCRC, now what's the plan?

WorkKeys, ACT : Applied Mathematics Test Job Skill Comparison Chart - Windows Internet Explorer provided by Grand Rapids Commu

ACT http://www.act.org/workkeys/charts/math.html

File Edit View Favorites Tools Help

31-1012.00 - Nursing Aides, ... ACT WorkKeys, ACT : Applied ... X ACT WorkKeys Occupational Profiles

EDUCATION HOME | WORKPLACE HOME

Enter keyword(s) SEARCH

Skill Comparison Charts

- Overview
- Applied Mathematics
- Applied Technology
- Business Writing
- Listening
- Locating Information
- Observation
- Reading for Information
- Teamwork
- Writing

Applied Mathematics

This chart compares the Applied Mathematics Test skill levels required by profiled jobs and the Applied Mathematics Test skill levels possessed by individuals who have taken this assessment.

Skill Level	Job Profiles (2004-2009)	U.S. Examinees (2008-2009)
Level 1	1%	5%
Level 2	4%	18%
Level 3	13%	29%
Level 4	37%	24%
Level 5	45%	16%
Level 6	0%	7%
Level 7	0%	0%
Below 3	0%	0%
Total	4,549	793,501

Job Profiles September 2004 - August 2009: 4,549

U.S. Examinees September 2008 - August 2009: 793,501

Because these data are based on WorkKeys users, they may not be nationally representative and should be interpreted cautiously.

The numbers in the center column represent the WorkKeys skill levels for Applied Mathematics.

Done

Internet 100%

They have their NCRC, now what's the plan?

WorkKeys, ACT : Reading for Information Job Skill Comparison Chart - Windows Internet Explorer provided by Grand Rapids Communi

ACT http://www.act.org/workkeys/charts/reading.html

File Edit View Favorites Tools Help

31-1012.00 - Nursing Aides, ... ACT WorkKeys, ACT : Readin... X ACT WorkKeys Occupational Profiles

EDUCATION HOME | WORKPLACE HOME

Enter keyword(s) SEARCH

Skill Comparison Charts

- Overview
- Applied Mathematics
- Applied Technology
- Business Writing
- Listening
- Locating Information
- Observation
- Reading for Information
- Teamwork
- Writing

Reading for Information

This chart compares the Reading for Information skill levels required by profiled jobs and the Reading for Information skill levels possessed by individuals who have taken this assessment.

Level	Job Profiles (September 2004 - August 2009)	U.S. Examinees (September 2008 - August 2009)
7	1%	6%
6	3%	18%
5	18%	35%
4	43%	30%
3	35%	6%
Below 3	0%	5%

4,819 **N** **789,198**

Because these data are based on WorkKeys users, they may not be nationally representative and should be interpreted cautiously.

Done Internet 100%

They have their NCRC, now what's the plan?

Courses
Introduction to Keytrain
Reading for Information
Applied Mathematics
Locating Information
Pre-Workkeys Reading
Pre-Workkeys Math
Pre-Workkeys Loc. Info.
Observation
Teamwork
Writing
Introduction to Applied Technology
Applied Technology - Electricity
Applied Technology - Fluid Dynamics
Applied Technology - Mechanics
Applied Technology - Thermodynamics
Beginning Language
Beginning Mathematics
Business Writing
Listening
Introduction to Career Clusters

They have their NCRC, now what's the plan?



This list of courses corresponds with [WorkKeys Assessments](#) and with [many Michigan HS content level expectations](#)

All KeyTrain courses support [WorkKeys test score improvement!](#)

Even beyond the 3 MME tests!!!!
(Supports all 9 Foundational and also pre-WorkKeys areas)

KeyTrain. US Dept. of Ed. Career Clusters, Michigan Career Pathways, and ACT

US Department of Education/ KeyTrain Career Clusters	Michigan Career Pathways	ACT Explore and ACT Plan Career Areas (from the World-of-Work Map)
<ul style="list-style-type: none"> •Arts, A/V Technology & Communications 	Arts & Communications	J. Computer & Information Specialties * L. Crafts & Related* T. Applied Arts (Visual) U. Creative & Performing Arts V. Applied Arts (Written and Spoken)
<ul style="list-style-type: none"> •Business, Management & Administration •Finance •Hospitality & Tourism •Information Technology •Marketing, Sales & Service 	Business Management, Marketing & Technology	B. Marketing and Sales C. Management E. Communications & Records F. Financial Transactions G. Distribution & Dispatching J. Computer & Information Specialties *
<ul style="list-style-type: none"> •Architecture & Construction •Manufacturing •Science, Technology, Engineering & Mathematics •Transportation, Distribution & Logistics 	Engineering/Manufacturing & Technology	K. Construction & Maintenance M. Manufacturing & Processing N. Mechanical & Electrical Specialties O. Engineering & Technologies
<ul style="list-style-type: none"> •Health Science 	Health Sciences	Q. Medical Technologies R. Medical Diagnosis & Treatment W. Healthcare
<ul style="list-style-type: none"> •Education & Training •Human Services •Law, Public Safety & Security •Government & Public Services 	Human Services	A. Employment – Related Services D. Regulation & Protection * H. Transport Operation & Related L. Crafts & Related* S. Social Science X. Education Y. Community Services Z. Personal Services
<ul style="list-style-type: none"> •Agriculture, Food & Natural Resources 	Natural Resources & Agriscience	D. Regulation & Protection * I. Agriculture, Forestry, & Related P. Natural Science & Technologies

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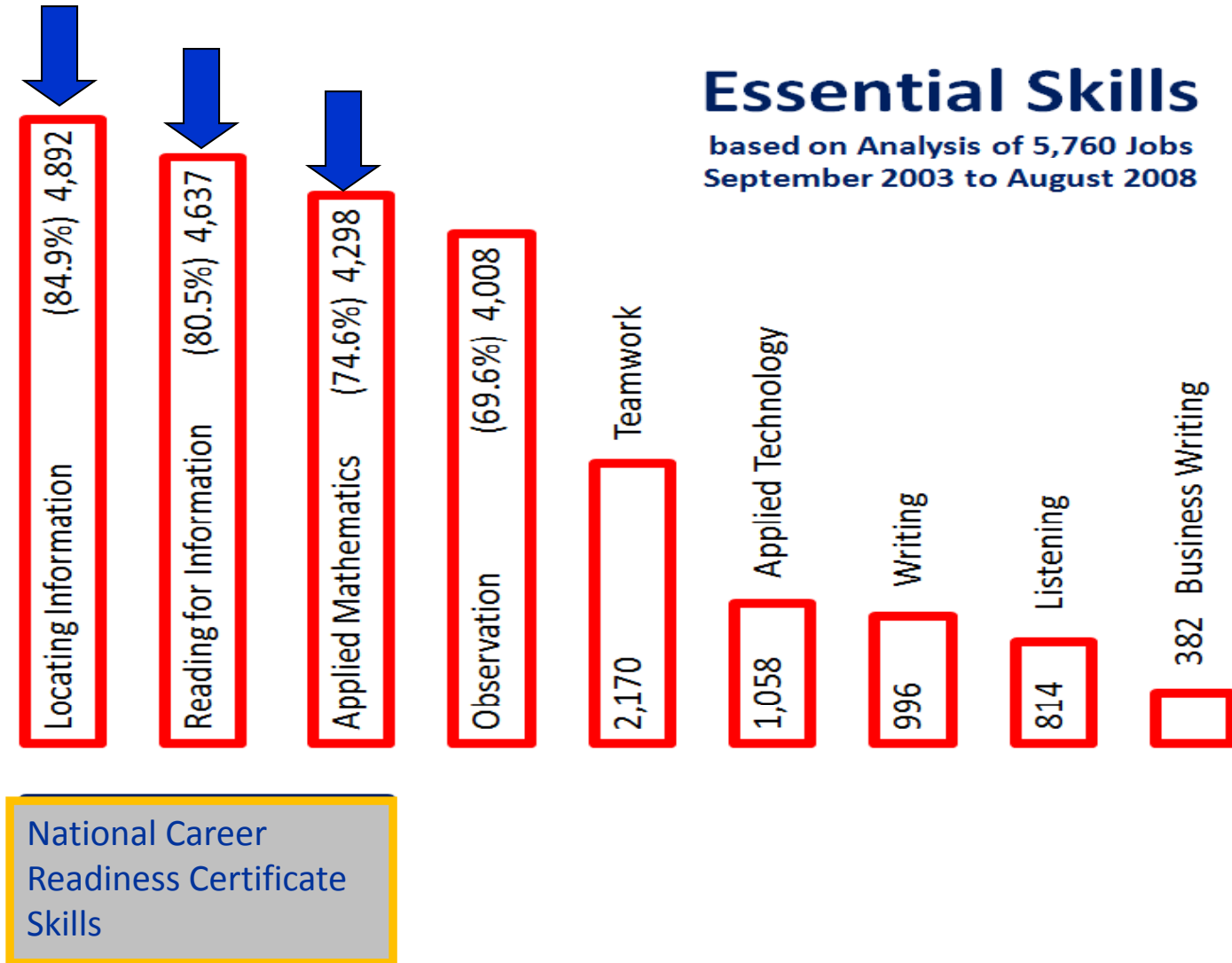
KeyTrain Suggested Map for Integration into High School

Grade Level	Learning Focus	KeyTrain Michigan Content Standards/ WorkKeys	Content Areas Suggested
9 th grade	Pre assessment and applied skills learning Determining the students base line scores for the WorkKeys Michigan Merit Exam Assessments and postsecondary/career readiness Based EDP career pathway choice student chooses what career fits pre-assessment scores – create a student target	<ul style="list-style-type: none"> •Reading for Information •Applied Math •Locating Information 	ELA/Social Studies/Science CTE, Non core Math/Science Math /Science/ Social Studies/ non core Career Courses
10 th grade	Pre assessment and applied skills learning for study and success in the High School courses and postsecondary /career readiness Also Skill Acceleration - WorkKeys MME test Reading for Information, Applied Math and Locating Information	<ul style="list-style-type: none"> •Listening •Writing Observation •Applied Technology •Reading for Information •Applied Math •Locating Information 	ELA Science CTE/Science ELA Math Math/ Science
11 th grade	Skill Acceleration - WorkKeys MME test Reading for Information, Applied Math and Locating Information from Sept to Feb (before MME) Goal- 5 WorkKeys scores in each to increase National Career Readiness Certificate level / passing of passing of the MME Post – MME April – June in the junior year Pre-assessment of career employability skills	<ul style="list-style-type: none"> •Reading for Information •Applied Math •Locating Information •Teamwork •Business Writing 	MME Prep Courses Academics/CTE/ Careers Course
12 th grade	Career and Employability skills/ Prep for Postsecondary training Remediation of skills for WorkKeys retesting and higher level NCRC score	<ul style="list-style-type: none"> •Teamwork •Business Writing •Career Skills 	ELA/ Career Course/CTE

They have their NCRC, now what's the plan?



NCRC Skills Based on Employer Demand



They have their NCRC, now what's the plan?



ACT Support Beyond NCRC

- Employer Use Model
- Career Coach Profile & Certification
- Feedback Surveys and Data Management
- Behavioral Observation

 Employer use options		
	Credential only	Credential with the WorkKeys system
Career portfolio	Career coaching portfolio and Certificate of Completion	Career coaching portfolio and WorkKeys system
Essential skills and non-cognitive factors	NCRC Plus Talent	NCRC, Talent and the WorkKeys system
Essential skills only	NCRC	NCRC and the WorkKeys system

They have their NCRC, now what's the plan?



Businesses Want Cognitive & Personal Skills

SHRM: Applied Skills and Basic Knowledge: Combining and Ranking

For new entrants with a two-year college/technical school diploma, applied skills are four of the top five "very important" skills in combined ranking with basic knowledge and skills.

Rank	Skill	%
1	Professionalism/Work Ethic	83.4
2	Teamwork/Collaboration	82.7
3	Oral Communications	82.0
4	Critical Thinking/Problem Solving	72.7
5	Reading Comprehension	71.6
6	Written Communications	71.5
7	English Language	70.6
8	Ethics/Social Responsibility	70.6

Casner-Lotto, J. & Barrington, L. (2006)



Need

- Insurmountable Statistics
- Business
 - A better way **to identify and hire qualified candidates** by pulling skilled people from the talent pool.
 - A talent pool with both foundational and personal skills who made **an informed decision** about their occupation.
- People
 - A program that **provides structure** to help people understand themselves, the economic world, and both their educational and employment opportunities.
 - A self-management model so people **can plan and adjust** their career as needed

An easily integrated job placement program as a more effective tool to map 'talent to training'.



Three Areas – Improve Throughput

- Foundational Skills – NCRC*
 - Reading for Information
 - Applied Mathematics
 - Locating Information
- “Soft Skills” – PSAs*
 - Performance *Risky Behaviors*
 - Talent *Personal Traits and Attitudes*
 - Fit *Interests and Values*
- Career Coaching
 - Highly Structured
 - Endorsed Career Portfolio

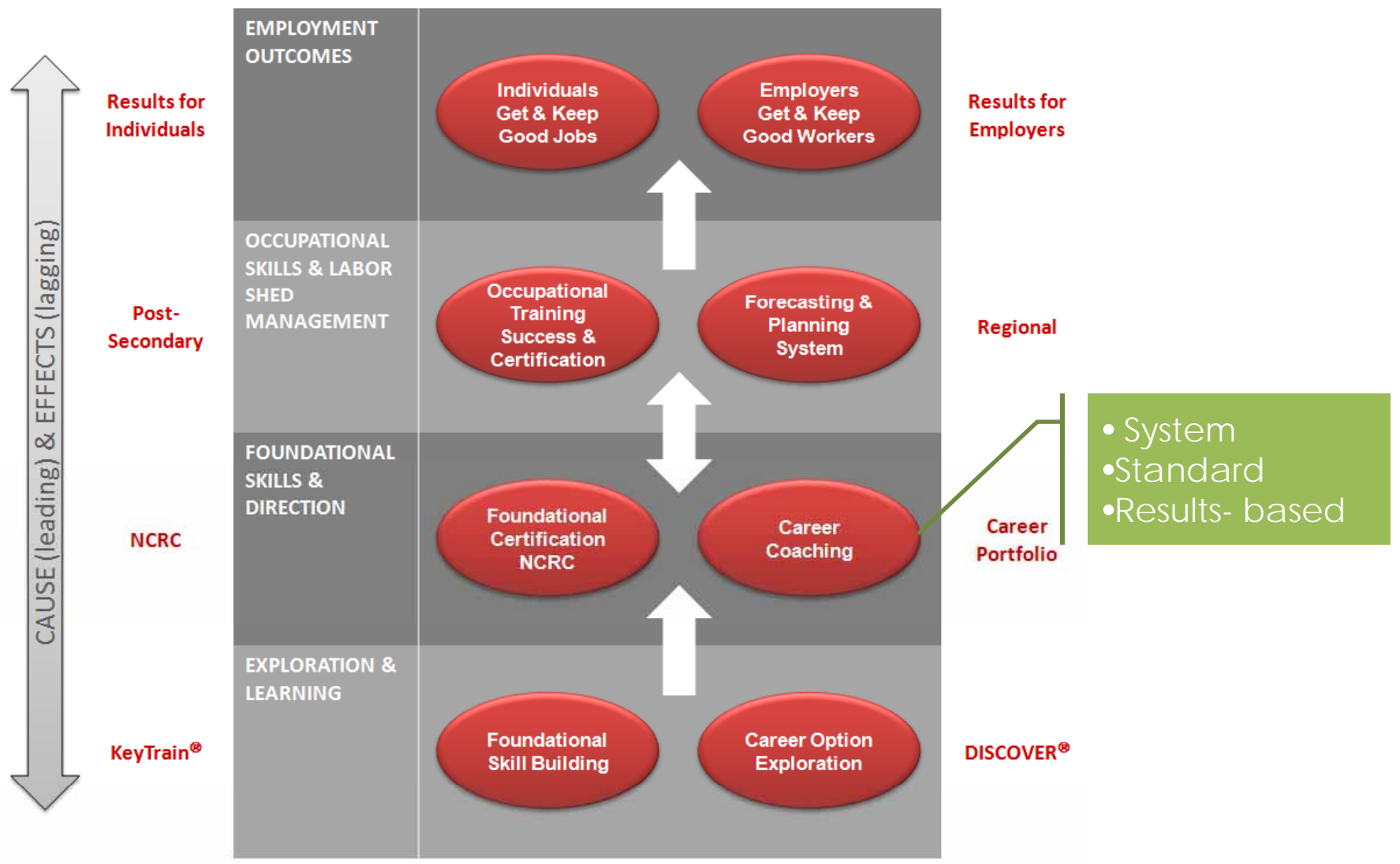
*NCRC = National Career Readiness Certificate

*PSAs = ACT Personal Skills Assessments

They have their NCRC, now what's the plan?



Workforce Development Strategy Map



They have their NCRC, now what's the plan?



NCRC and Occupational Levels

High Growth Health Care Occupations for NCRC Holders

LEVEL	ONET TITLE	ONET CODE	RI	AM	LI	TOTAL	MEDIAN INCOME
Bronze	Home Health Aides	31-1011.00	3	3	3	9	\$ 18,554
Bronze	Nursing Aides, Orderlies, and Attendants	31-1012.00	3	4	4	11	\$ 21,216
Bronze	Medical Records and Health Information Technicians	29-2071.00	3	4	4	11	\$ 26,104
Silver	Radiologic Technologists and Technicians	29-2034.00	4	4	4	12	\$ 44,741
Silver	Medical and Clinical Laboratory Technologists	29-2011.00	4	4	4	12	\$ 31,429
Silver	Surgical Technologists	29-2055.00	4	4	4	12	\$ 34,445
Silver	Emergency Medical Technicians and Paramedics	29-2041.00	4	4	4	12	\$ 25,626
Silver	Medical Assistants	31-9092.00	4	4	4	12	\$ 25,022
Silver	Occupational Therapist Assistants	31-2011.00	4	4	4	12	\$ 38,542
Silver	Medical Equipment Preparers	31-9093.00	4	4	4	12	\$ 24,544
Silver	Registered Nurses	29-1111.00	4	4	5	13	\$ 53,643
Silver	Respiratory Therapists	29-1126.00	4	5	5	14	\$ 44,179
Gold	Pharmacy Technicians	29-2052.00	5	5	5	15	\$ 23,962
Gold	Physical Therapists	29-1123.00	4	5	6	15	\$ 61,568
Gold	Speech-Language Pathologists	29-1127.00	5	5	5	15	\$ 53,789
<i>Source: ONET and ACT</i>							

They have their NCRC, now what's the plan?



Performance Report

60 Survey Items
10 –15 Minutes

Work Attitudes and Risky Behaviors

They have their NCRC, now what's the plan?

Examinee: Alvin C. Tracey
Examinee ID: XXXXX7890

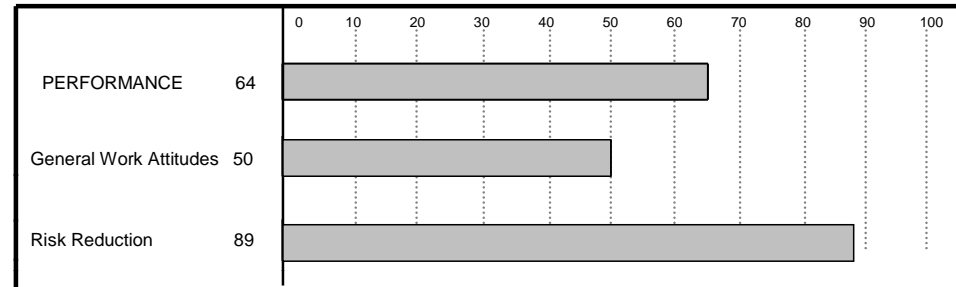
Employer Report

Report for: Abbatoir Industries
Site: Iowa City, IA
Test Date: 4/12/07

WorkKeys Performance Assessment measures personal behaviors and attitudes critical to workplace success. A high score on the Performance Index indicates higher likelihood of having successful work attitudes and engaging in safety behaviors.

WorkKeys Performance Assessment Profile

Percentile Rank: Approximate percent at or below score



What This Means:

Percentile Scale Definitions

64

Performance Index -- The overall rating for an examinee based on the combination of General Work Attitudes and Risk Reduction scores.

A moderate Performance Index (combination of General Work Attitudes and Risk Reduction) suggests a candidate may be moderately desirable. Individuals with similar scores are likely to perform at a moderate level of productivity and work safety. See below for additional interpretive information about this person's general work attitudes and risk reduction tendencies.

Highly desirable level of expected performance



Moderately desirable level of expected performance



Less desirable level of expected performance



50

General Work Attitudes—Positive and productive attitudes toward work tasks, coworkers, the organization itself, and other work-related behaviors.

A candidate with a moderate General Work Attitudes score may tend to be an employee who:

- May be disagreeable with coworkers or supervisors under stressful circumstances
- Is usually conscientious about completing work on time
- Is usually honest with coworkers or supervisors
- Will make appropriate use of company assets under most circumstances

89

Risk Reduction—Tendency to avoid engaging in risky behaviors, such as noncompliance with safety rules and conflict with supervisors and coworkers.

A candidate with a high Risk Reduction score may be an employee who:

- Consistently follows safety rules and procedures
- Is consistently alert to job risks
- Is very unlikely to engage in inappropriate interpersonal behaviors such as, aggression or hostility



Talent Report

165 Survey Items

30 –45 Minutes

4 Composite Scales

- Work Discipline
- Teamwork
- Customer Service Orientation
- Managerial Potential

Personal Characteristics

They have their NCRC, now what's the plan?



Examinee Report

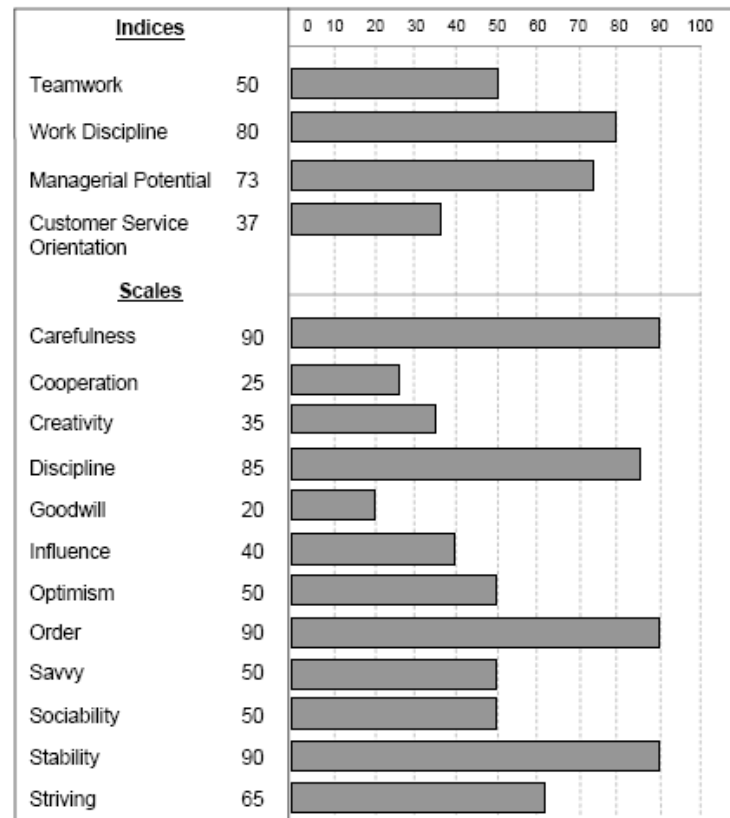
Examinee: Alvin C. Tracey
Examinee ID: ****7890

Report for: Abbatoir Industries
Test Date: April 9, 2009

WorkKeys Talent Assessment measures personal and workplace behaviors and attitudes. This report is designed to help identify examinee strengths and weaknesses in order to ensure success in the workplace.

WorkKeys Talent Assessment Profile

Percentile Rank: Approximate percent at or below score



Your Talent Summary Profile scores are expressed as percentiles. Percentile scores show how you compare to others who have taken the assessment.

For example, a score of 70 means that 70% of the persons received scores that are the same as, or lower than, your score.

Talent Indices

Examinee Report

Examinee: Alvin C. Tracey

Report for: Abbatoir Industries

Examinee ID: ****7890

Test Date: April 9, 2009

Talent Indices

The Talent indices are compound personality scales that combine elements of several personality characteristics predictive of success across broad job outcomes, such as managerial potential or teamwork.

Percentile	Talent Indices Definitions
80	<p>Work Discipline: <i>The extent to which an individual will show dependability, as well as a disciplined and positive attitude toward the job, rules and regulations, and the work environment.</i></p> <p>Your responses suggest that you are likely to show a high level of dependability, productivity, and a disciplined attitude toward the job (e.g., nearly always meeting deadlines, completing work accurately, complying with rules and regulations). You are likely to be highly reliable, consistently put forth extra effort, and project a positive attitude about the work and the organization on a regular basis.</p>
73	<p>Managerial Potential: <i>The potential that an individual will show a high level of work performance in supervisory/managerial roles.</i></p> <p>Your responses suggest that you have the potential to perform adequately in supervisory/managerial roles. You are likely to have adequate communication skills and a positive attitude about the work and the organization. Further, you are likely to be somewhat assertive and persuasive during interpersonal interactions, able to solve straightforward problems, and put forth a reasonable amount of effort.</p>
50	<p>Teamwork: <i>The extent that an individual will show compromise, cooperation, and interpersonal understanding when working in teams.</i></p> <p>Your responses suggest that you are likely to work fairly well with others and/or as part of a team. You are likely to be reasonably pleasant, helpful, respectful, and willing to compromise; have adequate communication skills (e.g., professional tone, clarity); and usually maintain a positive attitude about the work, coworkers, and the organization.</p>
37	<p>Customer Service Orientation: <i>The potential that an individual will show a high level of attentiveness, courtesy, and helpful service to customers.</i></p> <p>Your responses suggest that you have the potential to perform adequately in customer service roles. You are likely to provide acceptable service to customers and clients by communicating in a professional and appropriate manner, and by generally helping customers with their problems and concerns.</p>



Talent Strengths

Examinee Report

Examinee: Alvin C. Tracey

Report for: Abbatoir Industries

Examinee ID: ****7890

Test Date: April 9, 2009

Capitalize on Individual Strengths

These are your areas of strength, as measured by this assessment.

Percentile	Scale Definitions
------------	-------------------

90

Carefulness: *Tendency to think and plan carefully before acting.*

Your responses suggest that you are cautious, deliberate, and pay close attention to detail in the workplace. You tend to think carefully before acting or speaking. You always consider the consequences of your actions, and your decisions are usually well thought-out.

90

Order: *Tendency to be neat and well organized.*

Your responses suggest that you are well organized, and consistently keep your physical surroundings neat and tidy. You are always methodical in your manner and maintain a structured professional environment.

90

Stability: *Tendency to maintain composure and rationality in situations of actual or perceived stress.*

Your responses indicate that you maintain your composure and temper, even when faced with highly stressful situations. Your conduct tends to remain calm and even-tempered, and you feel confident in your ability to handle the pressure and stress of working under deadlines.

85

Discipline: *Tendency to be responsible, dependable, and follow through with tasks without becoming distracted or bored.*

Your responses suggest that you commit to your duties until they are complete. You take responsibility and can always be relied upon to get your job done on time. You are not easily distracted, and always persist through challenges until the task is done.



Talent Skills Growth

WorkKeys[®]

Talent Assessment

Examinee Report

Examinee: Alvin C. Tracey

Examinee ID: ****7890

Report for: Abbatoir Industries

Test Date: April 9, 2009

Continue to Cultivate Individual Skills

These are your areas in which your skills could benefit from additional benefit.

Percentile	Scale Definitions
------------	-------------------

65

Striving: Tendency to have high aspiration levels and work hard to achieve goals.

Your responses suggest that you are generally driven and ambitious. You tend to strive for competence in your work, although you may not consistently work hard to achieve your desired results. You have a good sense of direction in life and at work, and are usually motivated to achieve your goals.

50

Optimism: Tendency to experience positive attitudes.

Your responses suggest that you usually feel satisfied and have a positive general outlook. You usually feel that your future is bright and have confidence in yourself. In most circumstances, you feel secure about your competence and abilities in workplace settings.

50

Savvy: Tendency to read other people's motives from observed social behavior and use this information to guide one's thinking and action.

Your responses suggest that you tend to accurately perceive the motives of others. You sometimes anticipate what others may be thinking or feeling and can adapt to social situations as a result. Your level of perception may be helpful in taking appropriate action in different social and professional settings.

50

Sociability: Tendency to enjoy being in other people's company.

Your responses suggest that you are usually social and enjoy interacting with people under most circumstances. You are usually comfortable with people in diverse social and professional situations. You can be expressive and can build connections with individuals with whom you are frequently in contact.



Talent Skills Improvement



Examinee Report

Examinee: Alvin C. Tracey
Examinee ID: ****7890

Report for: Abbatoir Industries
Test Date: April 9, 2009

35

Creativity: Tendency to “think outside the box,” be open-minded, imaginative and intellectually curious.

Your responses suggest that you are usually intellectually curious, reflective, and can be open to new ideas and changing conditions in the workplace. You can be imaginative and may enjoy new and complex ideas from time to time.

Construct Plans for Individual Improvement

These are your areas that you will definitely need to develop further in order to improve your skills.

Percentile Scale Definitions

25

Cooperation: Tendency to be likable and pleasant in interpersonal situations.

Your responses suggest that you may not get along with others as well as most people do. You may prefer to work alone instead of cooperate with others.

20

Goodwill: Tendency to believe others are well-intentioned.

Your responses suggest that you may not treat others kindly or be supportive of them. You may have doubts about your coworkers' intentions, and may not think of others as deserving of your compassion which may lead to conflict in the workplace.

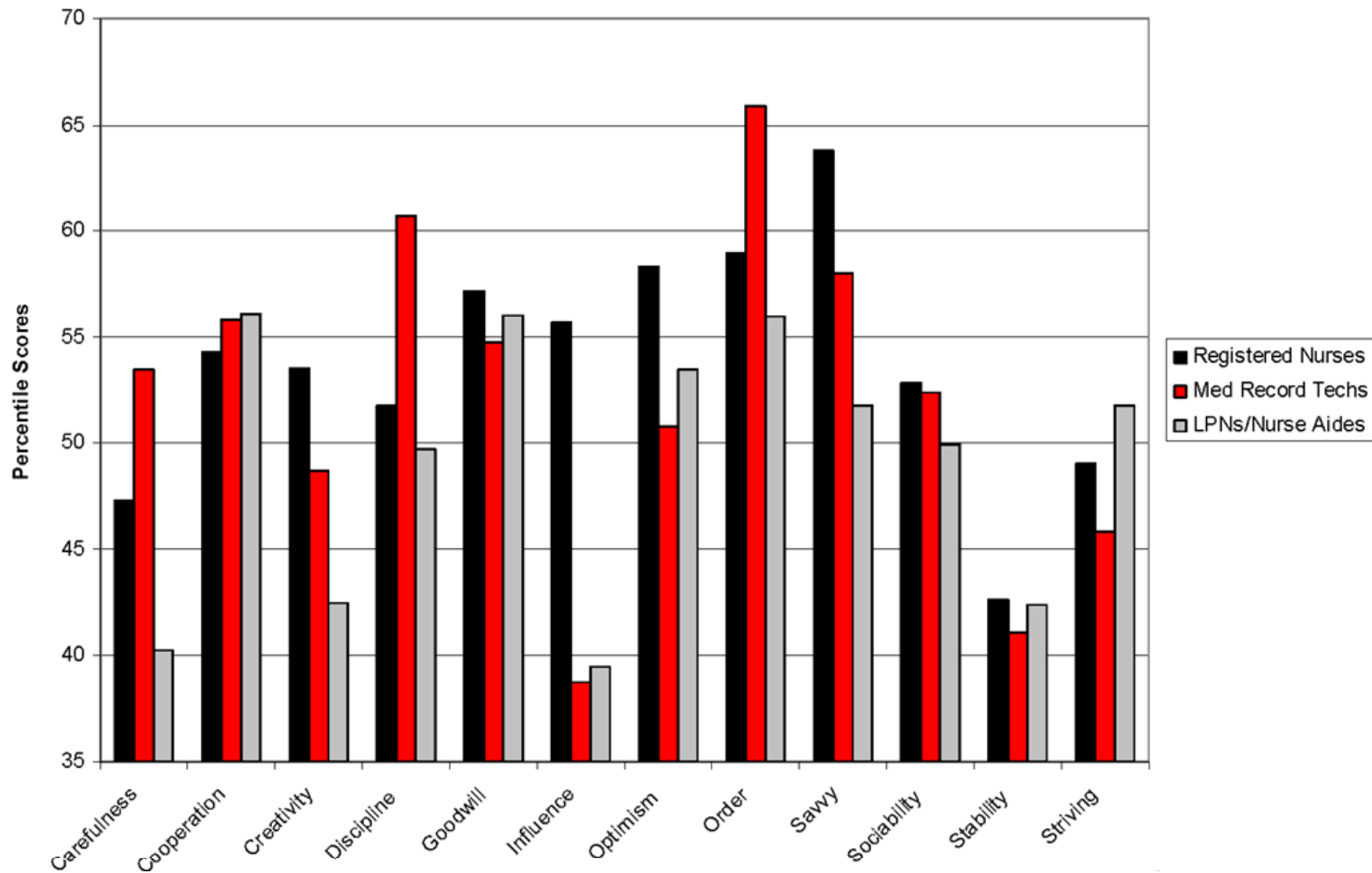
Examinee-specified primary occupation is in BOLD.

Occupations Specified by Examinee:

Code	Title
11-3071.02	Storage and Distribution Managers
11-3042.00	Training and Development Managers
11-3061.00	Purchasing Managers
11-3049.99	Human Resources Managers, All Other
11-3071.01	Transportation Managers



Talent – Medical Profiles



They have their NCRC, now what's the plan?



Fit Report

102 Survey Items
15 – 20 Minutes

Personal Characteristics,
Interests & Values

Fit Assessment

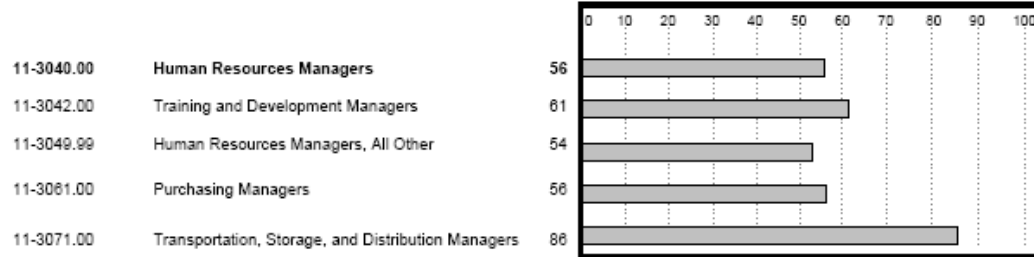
Examinee: Alvin C. Tracey
Examinee ID: XXXXX7890

Examinee Report

Report for: Abbatoir Industries
Site: Iowa City, IA
Test Date: 2/26/06

WorkKeys Fit Assessment measures the fit between your work-relevant interests and values and the characteristics of occupations. Worker satisfaction and commitment are associated with greater fit. Your primary occupation is in **BOLD**.

Fit Index for Occupations Specified by Examinee
Percentile Rank: Approximate percent at or below score



• Fit scores are based on your responses to the Interest Inventory and Work Values Inventory.

Fit Index for Related Occupations

Occupations specified by you, as well as related occupations, are ranked by Fit Index. Your specified occupations are in **BOLD**.

Code	Title	Fit Index	Level of Fit
11-3071.00	Transportation, Storage, and Distribution Managers	86	High
11-3011.00	Administrative Services Managers	80	High
11-2022.00	Sales Managers	79	High
11-3071.01	Transportation Managers	77	High
11-3071.00	Storage and Distribution Managers	69	Moderate
11-3042.02	Training and Development Managers	61	Moderate
11-3040.00	Human Resources Managers	56	Moderate
11-3061.00	Purchasing Managers	56	Moderate
11-3031.02	Financial Managers, Branch or Department	55	Moderate
11-3041.00	Compensation and Benefits Managers	54	Moderate
11-3049.99	Human Resources Managers, All Other	54	Moderate
11-3031.00	Financial Managers	53	Moderate
11-2011.00	Advertising and Promotions Managers	51	Moderate
11-2021.00	Marketing Managers	50	Moderate
11-2031.00	Public Relations Managers	50	Moderate
11-3031.01	Treasurers and Controllers	42	Moderate
11-3051.00	Industrial Production Managers	29	Moderate
11-3021.00	Computer and Information Systems Managers	27	Moderate
11-9011.02	Crop and Livestock Managers	23	Low
11-9011.01	Nursery and Greenhouse Managers	14	Low

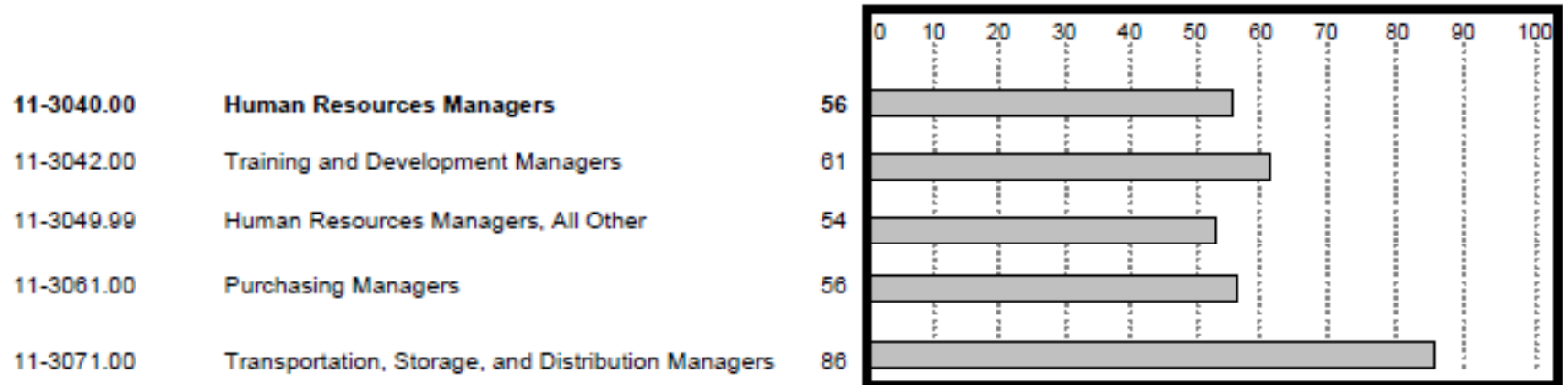


Occupations Fit Index – by Examinee

WorkKeys Fit Assessment measures the fit between your work-relevant interests and values and the characteristics of occupations. Worker satisfaction and commitment are associated with greater fit. Your primary occupation is in BOLD.

Fit Index for Occupations Specified by Examinee

Percentile Rank: Approximate percent at or below score



• *Fit scores are based on your responses to the Interest Inventory and Work Values Inventory.*



Fit – Related Occupations

Fit Index for Related Occupations

Occupations specified by you, as well as related occupations, are ranked by Fit Index. Your specified occupations are in **BOLD**.

Code	Title	Fit Index	Level of Fit
11-3071.00	Transportation, Storage, and Distribution Managers	86	High
11-3011.00	Administrative Services Managers	80	High
11-2022.00	Sales Managers	79	High
11-3071.01	Transportation Managers	77	High
11-3071.00	Storage and Distribution Managers	69	Moderate
11-3042.02	Training and Development Managers	61	Moderate
11-3040.00	Human Resources Managers	56	Moderate
11-3061.00	Purchasing Managers	56	Moderate
11-3031.02	Financial Managers, Branch or Department	55	Moderate
11-3041.00	Compensation and Benefits Managers	54	Moderate
11-3049.99	Human Resources Managers, All Other	54	Moderate
11-3031.00	Financial Managers	53	Moderate
11-2011.00	Advertising and Promotions Managers	51	Moderate
11-2021.00	Marketing Managers	50	Moderate
11-2031.00	Public Relations Managers	50	Moderate
11-3031.01	Treasurers and Controllers	42	Moderate
11-3051.00	Industrial Production Managers	29	Moderate
11-3021.00	Computer and Information Systems Managers	27	Moderate
11-9011.02	Crop and Livestock Managers	23	Low
11-9011.01	Nursery and Greenhouse Managers	14	Low

They have their NCRC, now what's the plan?



Fit – Top 10

Top 10 Occupations Ranked by Fit

Your top 10 occupations, ranked by Fit Index, are shown below. This is based on all of the occupations in the WorkKeys Fit database. Your specified occupations, if any, are in BOLD.

Code	Title	Fit Index
41-3031.02	Sales Agents, Financial Services	94
13-2071.00	Loan Counselors	87
11-3071.00	Transportation, Storage, and Distribution Managers	86
41-3021.00	Insurance Sales Agents	80
11-3011.00	Administrative Services Managers	80
41-9022.00	Real Estate Sales Agents	79
11-2022.00	Sales Managers	79
41-9021.00	Real Estate Brokers	79
25-2022.00	Middle School Teachers, Except Special & Vocational Educ	79
13-2021.02	Appraisers, Real Estate	78

They have their NCRC, now what's the plan?

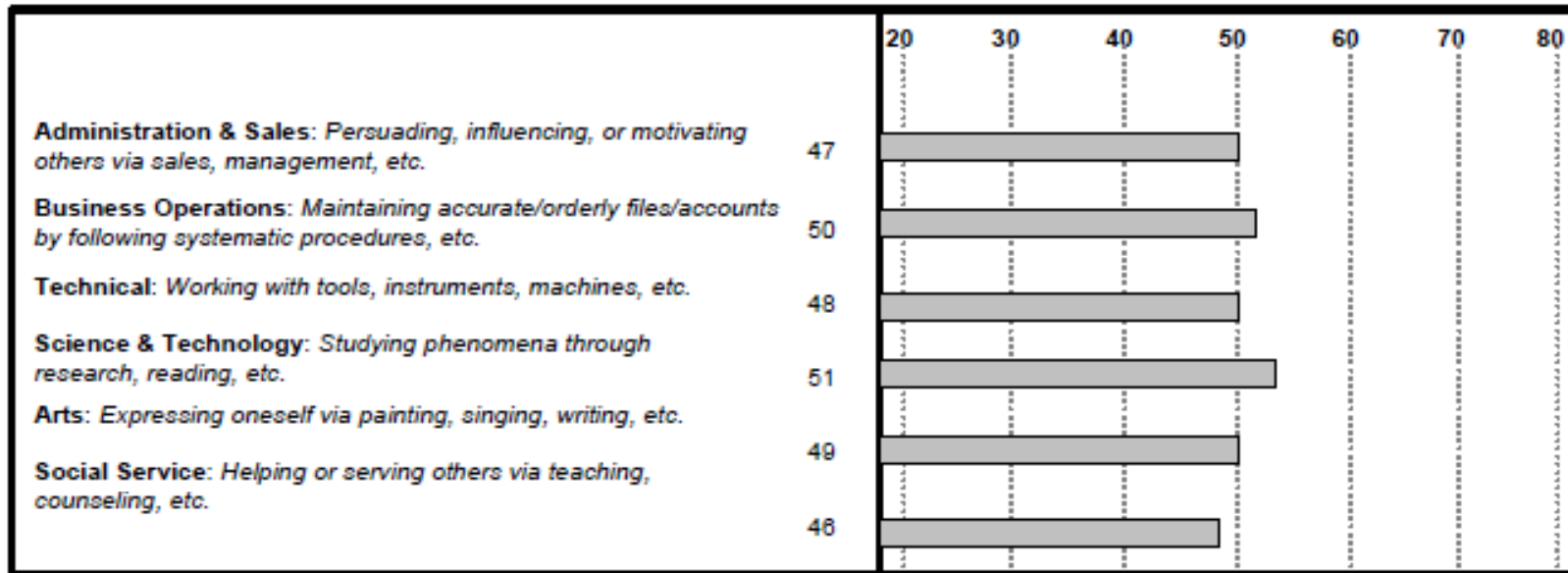


Fit – Interest Results

Interest Results

The Interest Inventory obtains scores on six scales. The examinee's score profile and highest scales are shown.

Interest Score Profile
Standard Score (20-80)



Highest Interest Scales

- Administration & Sales
- Science & Technology
- Business Operations

They have their NCRC, now what's the plan?



Fit – Interest Results

WorkKeys®



Fit Assessment

Examinee: Alvin C. Tracey

Examinee ID: XXXXX7890

3 of 3

Examinee Report

Report for: Abattoir Industries

Site: Iowa City, IA

Test Date: 2/26/06

Work Values Results

Your highest 5 and lowest 2 work values are shown. The definition of each value, as it appears in the Work Values Inventory, is provided.

Highest Values

Variety

Using many different types of skills in my work.

Public Contact

Interacting with customers (as in sales) or the public (as in police work).

Authority

Telling people what to do; controlling the behavior of others.

Precision

Being exact or very accurate in the work I do.

Helping People

Improving the lives of others through activities such as teaching, physically assisting, or mentoring.

Lowest Values

Social Status

Being looked up to by others in my company or my community because of my job.

Using My Hands

Using my hands to skillfully control objects, tools, or machines.



4-Step Coaching Process



They have their NCRC, now what's the plan?



Example Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Intro Week		Orientation Meeting & Assessment			Questionnaires, WorkKeys & Resume to Career Coach
Week 1	Confirm appointments Review clients	Session 1 – Group Conduct PSA Assign homework 3 hours		Session 2 – Individual 3 Career options Assign homework 45 minutes	
Week 2		Homework – Career Exploration			Session 3 -Individual Best fit Explain scorecard 45 minutes
Week 3	Homework – Written Plan		Session 4 –Individual Education or job plan Finalize portfolio 45 minutes		

They have their NCRC, now what's the plan?



Results

Our Health Care Career Coach related receiving an e-mail from a participant, a middle-aged mother of six, displaced from a comfortable management position. She'll be starting over at \$8 per hour as a Certified Nurse Assistant, yet she writes:

"I am just so excited, I can't stand it! I have not had this kind of passion for something in a long time! I owe it all to you and this program! I will keep you posted as to my successes!"

"Again, I just wanted to thank you . . . You have boosted my spirits and renewed my faith in myself! I now have a sense of direction, and you have helped me to envision my future as an RN. I now know what I have to do, and I promise you that I will not fail! You have given me the tools to make my dreams a reality!"

29 Success Stories

Posted at:

www.michigancrc.org/fc3

They have their NCRC, now what's the plan?



Career Coaching Questionnaire

Referral Agency _____ Date _____
 Last Name _____ First Name _____ MI _____
 Address _____
 City _____ State _____ Zip _____
 Home Phone _____ Cell Phone _____
 Email _____

- Which of these Michigan growth industries are you most interested in?
 Health Care Advanced Manufacturing Information Technology
 Life Sciences Energy Other _____
- What type of assignment are you most interested in?
 Assembly Office/Cleric Warehouse Machine Op Managerial
 Training/HR Quality Inventory Other _____
- What specific career are you considering? What has influenced you?
- Do you know someone currently working in this career? If yes, describe what they do.
- How do you see yourself growing in the profession?
- Describe any work experience that you have in this profession and what it was like for you.
- | | |
|---|--|
| What are 3 reasons you think you would really enjoy working in this profession? | What are 3 things you think you would like least about working in this profession? |
| | |
- Would you consider starting in an entry-level position? Yes No
- Do you have reliable transportation? Yes No
 If yes, how will you get to work? Own car Bus Carpool Bike Walk Taxi
- Do you enjoy working with and helping others? Why or why not?

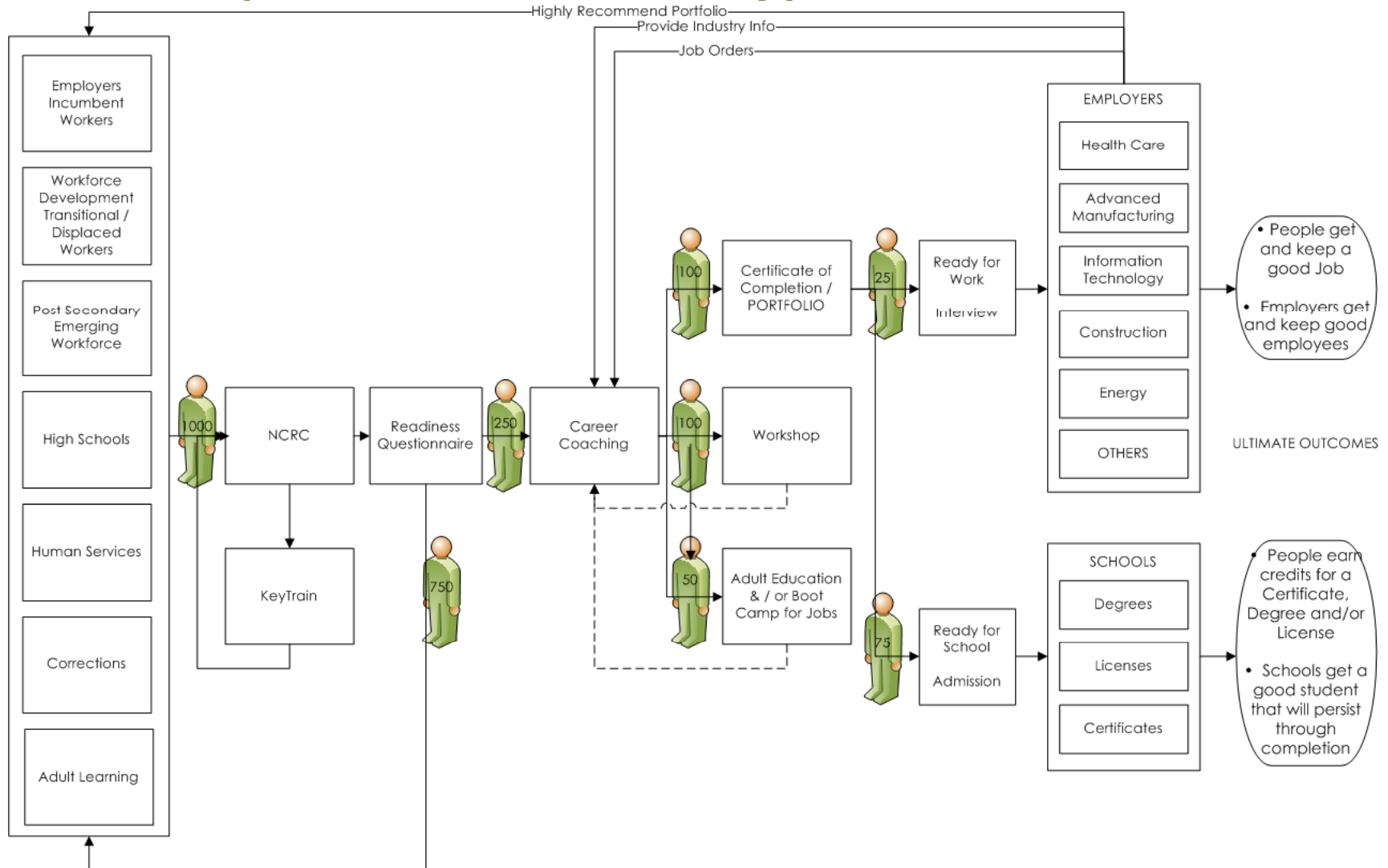
Readiness Questionnaire

- Effective, proven
- Key skill and interest information
- Preliminary guidance
- Program awareness
- 'Ready' participants

They have their NCRC, now what's the plan?



Participant Flow Diagram



They have their NCRC, now what's the plan?



The Career Portfolio

Employers value what the participant experiences in obtaining the following:

- National Career Readiness Certificate
 - Reading for Information
 - Applied Mathematics
 - Locating Information
- Personal Skills Assessments
 - Talent
 - Fit
- Endorsed Certificate of Completion
 - Self Awareness
 - Career Option Exploration
 - Career Decision Making
 - Action Planning
- Resume, references, and referral letters
- Individualized Development Plan (IDP)
 - Education and/or Career
- Existing Certificates, Diplomas and Licenses

They have their NCRC, now what's the plan?



Employers Commitment

- “Highly Recommend” the Career Portfolio from their entire supply chain:
 - Public Workforce agencies
 - Recruiting agencies
 - Staffing agencies
 - Everyone who walks in the door
- Promise a face-to-face interview to every person who earned a Career Portfolio
 - Interview generally lasts 30 - 60 minutes
- New paradigm – recognize a Career Portfolio holder is serious about work and passionate about a specific job. Human Resources should consider “Where might they fit here?”

Career Portfolio = Signed Certificate



To Pioneer a “Career Coaching Standard” fostering systemic change so people, educators, employers, and society **benefit** in the following ways:

PEOPLE

- Create lifelong activity around learning and career
- Create desire in a person to change and recognize that their livelihood is their own responsibility
- Increase Income
- Increase skill levels
- Increase job satisfaction
- Get and keep a good job

EDUCATORS

- Receive a good student
- Targeted enrollment
- Increased completions
- Engaged students
- Meet training needs of region

EMPLOYERS

- Ease of hire
- Pull best candidates for a specific job
- Communicate demand for skilled jobs
- Get and keep a good employee
- Increase retention

SOCIETY

- Create responsible citizens
- Increase taxes
- Decrease unemployment
- Create new jobs



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This summary of the career coaching essential elements was prepared to help workforce professionals implement highly structured career coaching based on the National Career Readiness Certificate and the ACT Personal Skills Assessments. The NCRC is emerging as the common cornerstone of workforce development efforts. This career coaching model builds on that cornerstone to provide a highly effective coaching process that results in a portfolio useful to job seekers in their job search and useful to employers in their hiring decisions.

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They have their NCRC, now what's the plan?