

# NCWorks Partnership Conference



October 5—7, 2016  
Sheraton Four Seasons Hotel  
Koury Convention Center  
Greensboro, NC

# THANKS TO OUR SPONSORS!



2016  
NCWorks Partnership Conference

Joseph S. Koury Convention Center  
Sheraton Four Seasons Hotel  
Greensboro, North Carolina  
October 5—7, 2016

# FROM THE CONFERENCE PLANNING COMMITTEE

Welcome to your 2016 NCWorks Partnership Conference! This year, the theme – Collaborate to Innovate (C2I) – captures our collective movement toward stronger and more creative partnerships across the workforce system. As we enthusiastically seize the opportunities presented, we can discover innovative solutions for serving the citizens and businesses of North Carolina.

Conference goals are:

1. to elevate and enhance existing partnerships in service,
2. to move from partnership to meaningful collaboration, and
3. to identify innovative solutions.



## C2I TALKS: IDEAS TO INSPIRE

Conference workshops and events marked with this icon are presented in a format similar to TED Talks®. Presenters will share their information using innovative, energetic, and personal strategies that will inspire you to build on their ideas.

## CONFERENCE FUNCTIONS

Wear your name badge; it's your ticket into all conference activities.

## HANDOUTS ONLINE

In an effort to save resources, we will forego handouts and post all available presentations online at [www.ncwtc.com](http://www.ncwtc.com) (click on "Workforce Conference").

## EXHIBITORS, BREAKS AND DOOR PRIZES

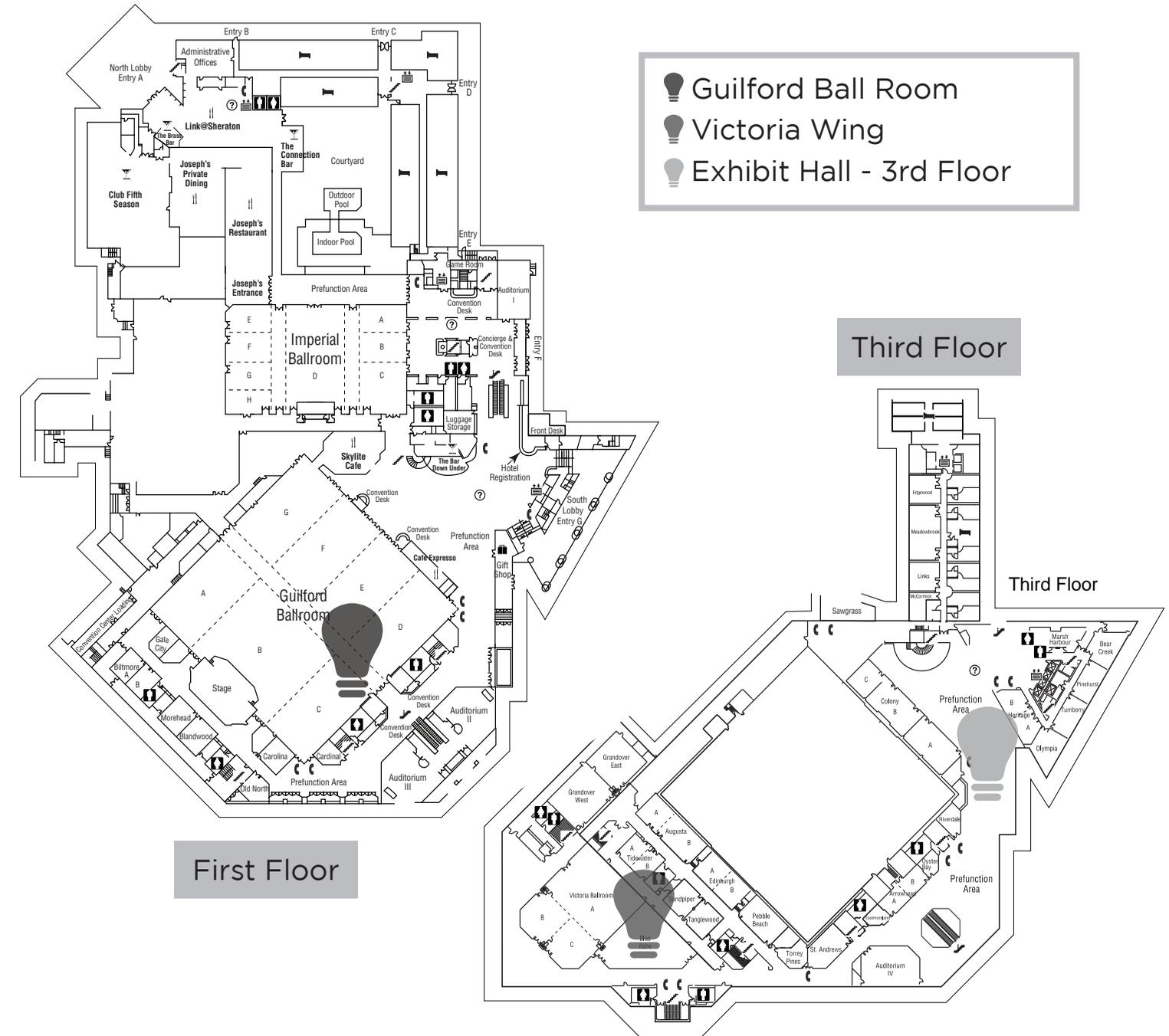
For your convenience, breaks will be available in the Exhibit Hall on the 3rd floor. Be sure to visit exhibitors, view their new products and services, and enter their drawings for door prizes. All prizes will be announced at the Closing Session. If exhibitors select winners for the prizes they contribute, you do not need to be present to win. For all prizes selected by random drawings from the list of all attendees, you must be present to win.

## EVALUATIONS

Your feedback is important as we look back for lessons learned and begin to plan next year's conference. Be sure to complete an evaluation for each workshop you attend, as well as the overall conference evaluation you will receive via email after the conference. Evaluation opportunities are also available on the Conference Mobile App.

## THANKS

Special thanks to our conference presenters, committee members, moderators, and volunteers. Our success each year is a true reflection of our on-going and ever-growing partnerships.



# FULL AGENDA AT-A-GLANCE

## WEDNESDAY, OCTOBER 5, 2016

8:30 am - 5:00 pm	Registration
8:30 am - 11:30 am	NC Workforce Development Board Association
9:00 am - 6:00 pm	Exhibitors
9:00 am - 3:30 pm	Cyber Café
9:00 am - 11:30 am	Financial Roundtable: Ideas to Use for End of Year Reporting
9:00 am - 11:30 am	NCWorks Online - Q&A
1:00 pm - 3:00 pm	Opening Session
3:00 pm - 3:30 pm	Break
3:30 pm - 4:30 pm	Concurrent Workshops
4:30 pm - 6:00 pm	Partnership Festival
5:30 pm - 7:30 pm	NCWorks Buffet
7:00 pm	The Workforce Connection

## THURSDAY, OCTOBER 6, 2016

7:30 am - 8:45 am	Breakfast Buffet
8:00 am - 4:00 pm	Registration
8:00 am - 4:00 pm	Exhibitors and Cyber Café
9:00 am - 10:30 am	General Session
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	Concurrent Workshops
12:00 pm - 1:30 pm	Lunch On Your Own
1:30 pm - 2:30 pm	Concurrent Workshops
2:30 pm - 3:00 pm	Break
3:00 pm - 4:00 pm	Concurrent Workshops
6:30 pm	Governor's NCWorks Awards of Distinction Banquet

## FRIDAY, OCTOBER 7, 2016

7:30 am - 9:00 am	C2I Breakfast Bar
9:00 am - 10:30 am	Concurrent Workshops
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	Closing Session

### Cyber Café

Check your email and view the conference mobile app on the tablet provided Wednesday and Thursday at the Cyber Café.

*Exhibit Hall - 3<sup>rd</sup> Floor*

### Exhibitor Trivia



Meet the vendors and earn a chance to win \$100! Exhibitor Trivia game cards and instructions are in your conference bag and available at the registration desk. \$100 prize provided by SETA and awarded at the closing session.

*Exhibit Hall - 3<sup>rd</sup> Floor*

### Partnership Festival



Everyone will be there to celebrate Workforce Development Professionals Month! We'll have games and activities galore. Laugh with your friends, meet some new colleagues, and learn about the exhibitors and sponsoring professional associations. Prizes will be awarded, so come ready to play!

*Exhibit Hall - 3<sup>rd</sup> Floor*

### NCWorks Buffet

Join your colleagues Wednesday evening at the NCWorks Buffet. Relax and enjoy the networking opportunity, followed by the Workforce Connection in Room 585.

Wednesday evening, 5:30 pm

*Guilford ABC*

### Governor's Awards of Distinction Banquet

Join the 2016 Governor's NCWorks Awards of Distinction recipients as they are honored for their special accomplishments this past year.

Thursday evening, 6:30 pm

*Guilford ABC*



#### YOUR CONFERENCE HOST:

Will Collins, Assistant Secretary  
 Division of Workforce Solutions  
 NC Department of Commerce

## The NCWorks Partnership Conference

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 or  
 Scan Below



# Day-At-A-Glance

WEDNESDAY, OCTOBER 5, 2016

- 8:30 am - 5:00 pm .....REGISTRATION
- 8:30 am - 11:30 am ..... PRE-CONFERENCE MEETINGS
- 9:00 am - 6:00 pm ..... EXHIBITORS
- 9:00 am - 3:30 pm ..... CYBER CAFÉ
- 1:00 pm - 3:00 pm ..... OPENING SESSION
- 3:00 pm - 3:30 pm ..... BREAK
- 3:30 pm - 4:30 pm .....CONCURRENT WORKSHOPS
- 4:30 pm - 6:00 pm ..... PARTNERSHIP FESTIVAL
- 5:30 pm - 7:30 pm .....NCWORKS BUFFET
- 7:00 pm .....THE WORKFORCE CONNECTION



TALECRIS

# WEDNESDAY, OCTOBER 5, 2016 Pre-Conference Meetings and Opening Session

8:30 am - 5:00 pm  
Registration.....Exhibit Hall - 3<sup>rd</sup> Floor

9:00 am - 6:00 pm  
Exhibitors.....Exhibit Hall - 3<sup>rd</sup> Floor

9:00 am - 3:30 pm  
Cyber Café .....Exhibit Hall - 3<sup>rd</sup> Floor

## MEETINGS

8:30 am - 11:30 am  
NC Association of  
Workforce Development Boards .....Guilford D

9:00 am - 11:30 am  
Financial Roundtable: Ideas to Use  
for End of Year Reporting.....Auditorium III  
NCWorks Online Q&A.....Auditorium II

## OPENING SESSION

1:00 pm - 3:00 pm  
Opening Session ..... Guilford ABC

**CONFERENCE HOST:**  
Will Collins, Assistant Secretary  
*Division of Workforce Solutions*  
*NC Department of Commerce*

3:00 pm - 3:30 pm  
Break.....Exhibit Hall - 3<sup>rd</sup> Floor

## OPENING SESSION

1:00 pm - 3:00 pm  
Opening Session .....Guilford ABC

**SPONSORED BY:**  
NC Housing Finance Agency

**REMARKS BY:**  
John E. Skvarla, III *Secretary, NC Department of  
Commerce*

## 💡 C2I: Building a Regional Talent Pipeline

Join the Conference kick-off event for a C2I Talk featuring the Guilford Aviation Project, a successful and on-going collaboration of private business, workforce development, economic development and education partners. Three speakers will share how they were personally and professionally impacted by the process of collaborating to innovate, how the project transformed the way they operate, and how the community continues to benefit. The session facilitator will introduce the speakers and share insights from the economic development perspective. This “deconstructed project” will leave you with ideas of how you can build a talent pipeline to meet business needs through tangible collaboration and innovative practices.

**FACILITATOR:**  
Ted Abernathy *Economic Leadership LLC*

**FEATURED SPEAKERS:**  
Kip Blakely *HAECO Americas*; Lillian Plummer  
*Guilford WDB*; Wendy Walker-Fox *GTCC*

### Tracks

SAT ..... System Alignment & Transformation  
CPWB ..... Career Pathways & Work-based Learning  
TA ..... Technology & Accountability  
CGSC ..... Career Guidance & Serving Customers  
EE ..... Employer Engagement  
WIOA ..... Workforce Innovation & Opportunity Act  
PD ..... Professional Development

### Economic Development and Workforce Collaboration

GUILFORD D

For an in depth look at effective collaborative strategies for economic and workforce development, join this workshop with two of the opening session presenters. They will share best practices from their experience on how communities benefit from strong partnerships among the key stakeholders with an interest in building and sustaining a vibrant economy.

#### PRESENTERS:

Ted Abernathy *Economic Leadership LLC*;  
Kip Blakely *HAECO Americas*

Tracks: SAT, EE

### Getting Your Community WorkReady Certified!

GRANDOVER EAST

The partnership and collaboration among the North Carolina Chamber of Commerce, NC Department of Commerce, NC Community Colleges System and the NC Department of Public Instruction creates a seamless framework for communities to become certified as work ready. Join us to learn how McDowell County followed this framework and earned their NCWorks Certified WorkReady

Community status in December 2015. They did this with more than 2,140 National Career Readiness Certifications and the support of over forty employers. Learn how you can go for the “Gold”!

#### PRESENTERS:

Teretha Bell *NC Community College System*; Jerry Broome *Region C WDB*; JoAnne Honeycutt *NC DPI*

Tracks: SAT, EE

### It's Time for Change: Transitioning WIOA Title I Youth Services

PEBBLE BEACH

A change in times requires a change in strategy. The WIOA shift to 75% out-of-school youth expenditures requires us to rethink programs and to take a look at processes, promotions and best practices. They all need to be redesigned to match the legislative changes, while effectively reaching today's disconnected young adults. You'll see the dynamics of a program making this transition, while continuing to meet the needs of a small in-school youth population. Sit in on a 21<sup>st</sup> century presentation that will include access to all of our digital resources and exciting new marketing and recruitment approaches.

#### PRESENTER:

Nore Brantley *Cumberland County Workforce Development Services*

Track: WIOA

### Innovative Approaches to Strengthen Employment Outcomes

VICTORIA B

Low income populations are at high risk for recurrent unemployment, due to having limited skills coupled with poorly-managed chronic health conditions. An estimated 133 million Americans —

45% of the population — have at least one chronic health condition, resulting in regular absenteeism from work. We'll share findings from a national study that partnered public health and welfare-to-work to provide health screening, case management and intensive health education services by public health nurses and how this model is being successfully implemented in Orange County, reaching workers beyond those involved in Work First. Innovative partnerships such as this can strengthen employment outcomes statewide through health screening and employment choices compatible with health concerns.

#### PRESENTERS:

Shawn Kneipp *UNC*; Robert Gilmore *Orange County*;  
Pam McCall *Orange County Health Department*

Tracks: SAT, EE

### LMI? Who Gives a Kahoot!

GRANDOVER WEST

It's game time! Think you know your LMI? Put your knowledge to the test — and learn a few new things along the way. This highly interactive workshop will feature full participation in a game of trivia using the popular classroom website and app, Kahoot! Attendees will roll through a series of labor market questions relating to NC's economy, employment and wages, occupations, industry trends and LMI tools. Don't know the answers? Don't worry! We'll show you how and where to find them. Bring your smart phone, tablet or laptop and test your knowledge of labor market information. Fun prizes will be awarded to the winners.

#### PRESENTERS:

Jeff DeBellis and Meihui Bodane *Labor and Economic Analysis Division*

Track: TA

### Mental Health in the Workplace

VICTORIA C

Have you ever taken a first aid class and talked about how to bandage a mental health problem? Probably not, and that's because mental health issues are not always visible. We'll share some basic knowledge and skills to recognize and respond to an individual in distress. If your workplace environment involves working with the public or if you've ever found yourself being concerned about your coworker's unexplained change in behavior, it's time to take some action. Based on guidelines from Mental Health First Aid, a class certified by the National Council for Behavioral Health, this workshop is not intended to teach you how to diagnose mental health or substance abuse issues, but show how you can play a helpful role for an individual in need.

#### PRESENTER:

Caroline Brigmon *Division of Workforce Solutions*

Track: PD

### The Big 4: Successful Re-entry for Former Offenders

COLONY BC

Raising public awareness about re-entry for offenders has a positive impact by supporting fundamental human rights and is an economic necessity that benefits our state and our communities. This workshop will lay out a plan to help “those people” who find themselves entangled in the criminal justice system to become positive and productive citizens by connecting them to the “Big 4” — jobs, housing, education and human services. You'll learn how to bring together all stakeholders who can offer these services

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Workshops 3:30 pm — 4:30 pm

and resources to help former offenders become productive citizens and reduce recidivism.

**PRESENTER:**

Dennis Gaddy *Community Success Initiative*

Track: CGSC

**Reporting Options in NCWorks Online**

AUDITORIUM II

NCWorks Online offers many reports to help you organize and keep track of individuals and employers that you serve. This session will highlight several different types of reports that are available, including the ability to save reports and schedule them to run on a regular cycle. Bring your questions and ask the expert!

**PRESENTER:**

Michael Hoskins *Division of Workforce Solutions*

Track: TA

**NCWorks Certified Career Pathways: Lessons Learned From the Triangle Collaboration**

AUDITORIUM III

Three workforce boards, five community colleges, ten school districts and multiple community partners are working collectively to develop and certify career pathways to serve the labor demands of industries in the Triangle region. This workshop will provide lessons learned from their collaboration over the past twelve months. Regional workforce development professionals, joined by representatives from economic development and industry, will discuss their process from two perspectives: why regional collaboration makes

sense and how the collaboration has taken shape, with both opportunities and challenges discussed.

**PRESENTERS:**

Eric Breit *Capital Area WDB*; Doris Carver *Piedmont CC*; Tim Harrell *Johnston County Schools*; Meredythe Holmes *Made in Durham*; Susan Oney *EDSI*; Susan Sanford *Research Triangle Cleantech Cluster*; W.V. Yarbrough *Division of Workforce Solutions*

Tracks: CPWB, EE

**How You Can Help Veterans: Know the USDOL Programs and Services**

COLONY A

This workshop will focus on the employment-related programs and services offered by US Department of Labor (USDOL) to help veterans. After attending, you will have guidance on how you can be more successful in assisting veterans in your current job, through enhanced program knowledge and by making more effective referrals.

**PRESENTER:**

Archie Barrow *Division of Workforce Solutions*; Lane Dyer *USDOL*

Track: CGSC

**Partnership Opportunity is Knocking!**

AUDITORIUM IV

Discover how to maximize the non-federal dollars of your agency! The North Carolina Food and Nutrition Employment and Training Program (FNS E&T) sees a future where FNS recipients obtain marketable, in-demand skills that result in “living wage” employment and or/entrepreneurship opportunities. The FNS E&T program seeks to provide job-driven training, tools and access to

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Workshops 3:30 pm — 4:30 pm

career pathways that lead to family and individual support through sustainable jobs. This workshop will explain how your agency can partner with your local Department of Social Services FNS E&T program to provide employment and training opportunities for FNS recipients. Learn about the Able-Bodied Adults without Dependents (ABAWDs) population and how your agency and the ABAWDs can mutually benefit from this partnership opportunity.

**PRESENTER:**

Renee Smith *Division of Health and Human Services*

Tracks: SAT, CGSC

**Career Advising Across Agencies**

GUILFORD E

For career pathways to be successful, individuals need career advising at each step along the way. Come to this session to get a closer view of what career advising looks like at different agencies and institutions, understand the commonalities, and explore how to connect the dots for customers at different points in their lives and careers. The panel will address career advising in high schools, community colleges and NCWorks Career Centers. The audience will also be invited to share other partners’ activities in career advising.

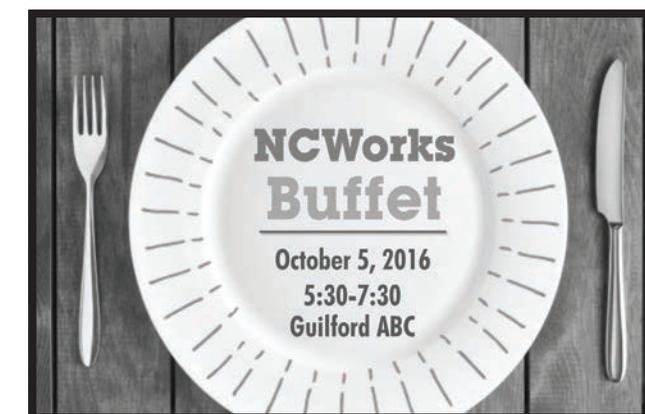
**PRESENTERS:**

Angela Karchmer *Gaston WDB*; Amy Schroeder *NC DPI*; Daniel Alvarado *NC Community College System*; Lara Abels *Central Carolina Community College*

Track: CGSC



**PARTNERSHIP FESTIVAL**  
**GAMES & MORE**  
Wednesday, October 5, 2016  
4:30pm—6:00pm  
Exhibit Hall



**NCWorks Buffet**  
October 5, 2016  
5:30-7:30  
Guilford ABC



**THE WORKFORCE CONNECTION**  
Everyone's invited to kick up your feet and unwind with colleagues at the SETA sponsored hospitality suite.  
**7:00 PM**  
**Room 585**  
SETA

# DAY-AT-A-GLANCE

THURSDAY, OCTOBER 6, 2016

7:30 am - 8:45 am .....BREAKFAST BUFFET  
 8:00 am - 4:00 pm .....REGISTRATION  
 8:00 am - 4:00 pm ..... EXHIBITORS AND CYBER CAFÉ  
 9:00 am - 10:30 am ..... GENERAL SESSION  
 10:30 am - 11:00 am .....BREAK  
 11:00 am - 12:00 pm .....CONCURRENT WORKSHOPS  
 12:00 pm - 1:30 pm .....LUNCH ON YOUR OWN  
 1:30 pm - 2:30 pm .....CONCURRENT WORKSHOPS  
 2:30 pm - 3:00 pm .....BREAK  
 3:00 pm - 4:00 pm .....CONCURRENT WORKSHOPS  
 GOVERNOR'S NCWORKS  
 6:30 pm ..... AWARDS OF DISTINCTION BANQUET



RFMD

# THURSDAY, OCTOBER 6, 2016

## General Session and Workshops 11:00 am — 12:00 pm

### GENERAL SESSION

9:00 am - 10:30 am  
 General Session.....Guilford ABC

**SPONSORED BY:**  
 Deloitte

### 💡 C2I: Why Young Adults Matter!

This fresh, invigorating C2I Talk is focused on the collective need to effectively identify, recruit, engage, retain and prepare young adults as they enter the world of work. Ideas will be shared on how our communities benefit when we productively engage and prepare young adults, the challenges faced when serving this group, and the attention that needs to be given to young adults by our entire North Carolina workforce partnership — NCWorks Career Centers, WIOA Title I service providers, local workforce boards, the K-12 community, community colleges and universities, social services, services for people with disabilities, community- and faith-based organizations and employers. Three speakers will share their unique insights into the challenges and benefits that await us in this endeavor and present tangible evidence based on a collection of data, innovative practices from around the country, and the true look of success when a disengaged young adult embraces the message.

**FACILITATOR:**  
 MaryAnn Lawrence *PowerNotes, LLC*

**FEATURED SPEAKERS:**  
 Jamiel Alexander *Aspen Institute's Forum for Community Solutions*; Julie Quinn *Deloitte*

**Break: 10:30 am - 11:00 am**  
 Exhibit Hall - 3<sup>rd</sup> Floor

### Tracks

SAT ..... System Alignment & Transformation  
 CPWB ..... Career Pathways & Work-based Learning  
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 CGSC.....Career Guidance & Serving Customers  
 EE ..... Employer Engagement  
 WIOA ..... Workforce Innovation & Opportunity Act  
 PD.....Professional Development

### WIOA Fundamentals

**GUILFORD D**  
 This workshop is your basic primer on the Workforce Innovation and Opportunity Act (WIOA). Highlights include: roles and responsibilities of local workforce boards and of the state board (NCWorks Commission); understanding local area designation; understanding changes in local board structure; partner considerations and implications; changes in program design; and new areas of service focus.

**PRESENTER:**  
 MaryAnn Lawrence *PowerNotes, LLC*

Track: WIOA

### Turning Passion Into Prosperity

**GUILFORD E**  
 We each have things that inspire and motivate us, but too often these are disconnected from our pursuit of careers. This session will explore aligning our career pathway with our passion, as the presenter shares his compelling personal story of transition from recipient of services to provider. He'll share common setbacks and challenges faced

by young adults as they pursue their dreams and offer ideas on how you can help them avoid pitfalls on their way to success.

**PRESENTER:**

Jamiel Alexander *Aspen Institute's Forum for Community Solutions*

Track: CGSC

## Building Effective Teams

GRANDOVER EAST

Effectiveness for individuals and organizations is rooted in relationships. Commitment, working well with others, communicating clearly and embracing a spirit of teamwork and collaboration are paramount to effectiveness in every arena. Explore the 3 C's of building effective teams in this high-energy, experiential approach to connecting relationships to results. Expand your opportunity and approach to bringing out the best in everyone.

**PRESENTER:**

Gail Ostrishko

Track: PD

## Workforce Development Boards' Role in Advocacy and Communication

COLONY A

With the new legislation of the Workforce Innovation and Opportunity Act (WIOA), local workforce boards have an even greater opportunity to become more strategic, acting as catalysts and coalition builders as they develop career pathways, identify sector strategies, engage new target audiences and stakeholders, and have greater impact on their community. Whether boards operate within city or county government or as a standalone 501(c) 3, they

have an opportunity to raise their profile at both the local and state level, promote their value as strategic leaders, and clearly articulate an agenda that includes policymakers, businesses, education, economic development and nonprofit stakeholders.

**PRESENTER:**

John Metcalf *Workforce Systems Associates*

Tracks: SAT, WIOA

## Followership Style and Career Advancement

GRANDOVER WEST

Did you know that career advancement is based on your skills not only as a leader, but also as a follower? Do you find yourself just following the crowd, not taking a chance, feeling unappreciated, not caring as much? As a supervisor or manager, are you noticing performance and production decreasing, morale dipping or turnover on the rise? This interactive presentation will take both new and experienced professionals through a discovery of their followership style, how each style is articulated on the job and how they may affect career projection for staff and supervisors. The workshop includes a brief followership style assessment, examples to assist in understanding each style, strategies to become a more "effective follower" and open discussion.

**PRESENTER:**

Patrick Madsen *UNC-Charlotte*

Track: PD

## Microaggressions and Trigger Warnings. Oh My!

AUGUSTA

In interpersonal communication we often hear messages reshaped by microaggressions or trigger warnings about sensitive topics, like race, religion, gender, and weight. The real damage comes not from what is said, but from the negative emotional state created in the person perceiving them. We'll share three ways you can take back your power and reduce the negative impact others' words have on us.

**PRESENTER:**

Jeanine Joy *Thrive More Now*

Track: PD

## LMI? Who Gives a Kahoot! Repeat

COLONY BC

It's game time! Think you know your LMI? Put your knowledge to the test — and learn a few new things along the way. This highly interactive workshop will feature full participation in a game of trivia using the popular classroom website and app, Kahoot! Attendees will roll through a series of labor market questions relating to NC's economy, employment & wages, occupations, industry trends and LMI tools. Don't know the answers? Don't worry! We'll show you how and where to find them. Bring your smart phone, tablet, or laptop and test your knowledge of labor market information. Fun prizes will be awarded to the winners.

**PRESENTERS:**

Jeff DeBellis and Meihui Bodane *Labor and Economic Analysis Division*

Track: TA

## NCWorks Certified Career Pathways: Development 101

AUDITORIUM III

This introductory level workshop will focus on the development and implementation of a NCWorks Certified Career Pathway (CCP) in Advanced Manufacturing. The eight required criteria for the development of the plan include: demand-driven and data informed; employer engagement; collaborative; career awareness; articulation and coordination; work-based learning; multiple points of entry and exit - including non-degree training on-ramps; and evaluation. Each of these criteria will be discussed in detail, along with the required application process for approval. Employers lead the development of pathways by identifying needs within industry sectors, knowledge and skills to address gaps, and courses along pathways that will meet local and regional workforce demands.

**PRESENTERS:**

Todd Douglas, Danny Miller and Steve Williams *Southwestern WDB*

Tracks: CPWB, EE

## Building the Clean Energy Workforce

VICTORIA B

North Carolina is among the top states for clean energy, second only to California. According to reliable sources, almost 6,000 workers are employed by the solar industry, with a 10.2% job growth expected for this year. The entire clean energy industry in North Carolina employs 26,000 and generates nearly \$7 billion in annual gross revenues, representing a 45% increase in just two years. How can the State build and strengthen this industry? Companies are seeking employees with software programming, data analytics and

# THURSDAY, OCTOBER 6, 2016

Workshops 11:00 am — 12:00 pm

IT skills, as well as those with renewable energy and other energy credentials. We'll explore the many avenues to help meet these business needs through education and training.

**PRESENTERS:**

Lyra Rakusin *NC Clean Energy Tech Center*; Robin Aldina *NC Sustainable Energy Association*

Tracks: CPWB, EE

## 💡 CDF: Raising the Bar on Staff Skills

VICTORIA C

Join this workshop for a basic introduction to the Career Development Facilitator (CDF) training available for your professional development. This 120-hour course is suitable for any workforce professional, whether new to the career or a 20-year veteran of the workforce wars. We'll share a course overview, highlight the twelve competencies the training is built on, and make sure you know how to register. To make it real, you'll hear from three of your peers as they tell their personal stories as workforce professionals and what they gained from completing the course.

**PRESENTERS:**

Karina Diaz *Piedmont Triad Regional Council*; Tim Cook *The Cognitive Connection*; Kelly Hundley, *Kerr-Tar WDB*

Track: PD

## Debunking the Millennial Myths: Strategies to Enhance Recruitment and Retention

AUDITORIUM II

This workshop is for you if you want to learn more about young adult workers and their work-related values and behaviors. Building on the morning's general session, we'll engage in a discussion about tangible ways to improve recruitment processes and improve retention of top talent through increased awareness, cross-generational communication strategies and other leading practices. This information will enhance your own organization's recruitment efforts and build your skills to assist employers and young adult customers.

**PRESENTER:**

Julie Quinn *Deloitte*

Track: SAT

Lunch On Your Own  
12:00 pm - 1:30 pm



# THURSDAY, OCTOBER 6, 2016

Workshops 1:30 pm — 2:30 pm

## Understanding Effective Assessment

GUILFORD D

Effective assessment of skills, values and abilities is a critical component of career exploration and guidance. This workshop will help you understand what assessment really is and which elements should be included in a meaningful assessment. You'll also learn about some useful assessment tools to assist your career changers and job seekers as they explore their career choices and training decisions.

**PRESENTER:**

MaryAnn Lawrence *PowerNotes, LLC*

Track: CGSC

## Turning Passion Into Prosperity Repeat

GUILFORD E

We each have things that inspire and motivate us, but too often these are disconnected from our pursuit of careers. This session will explore aligning our career pathway with our passion, as the presenter shares his compelling personal story of transition from recipient of services to provider. He'll share common setbacks and challenges faced by young adults as they pursue their dreams and offer ideas on how you can help them avoid pitfalls on their way to success.

**PRESENTER:**

Jamiel Alexander *Aspen Institute's Forum for Community Solutions*

Track: CGSC

## No More BORED Meetings

GRANDOVER EAST

Meetings are often places where we take minutes and spend hours. Research suggests that many managers spend more than 25% of their time in meetings with minimal tangible results. In this session we will identify, explore and experience strategies for keeping meetings short, organized, efficient and effective; identify elements of effective meetings; practice practical principles for engaging and empowering team members; increase capacity to lead and guide effective meetings; and apply specific strategies for taking immediate, effective action.

**PRESENTER:**

Gail Ostrishko

Track: PD

## Addressing the Fear Factor: How We View Invisible Disabilities in the Workplace

VICTORIA C

The goal of this workshop is to begin the process of removing the all-too-common fear factor surrounding invisible disabilities by increasing understanding, awareness and sensitivity. Using the Tilting at Windmills© diversity training module, Taking the Emotion Out of Emotional Disabilities, you'll examine your beliefs about invisible disabilities, the impacts of these beliefs in the workplace, and practical applications for assisting individuals with invisible disabilities as they participate in the workforce and in your programs.

**PRESENTERS:**

Thelma Cox, Frances Robinson, and Tammy Wade *Division of Vocational Rehabilitation*

Track: CGSC

### Using Science to Stop the Energy Drain

AUGUSTA

Self-control is required daily to manage our emotional responses, use politically correct speech and make numerous choices as we interact with others. Researchers have found that in exercising self-control, we may deplete our energy resources and not even realize it. This can lead to undesired outcomes like becoming easily provoked, giving in to impulses and poor decision making. In this workshop we'll identify causes of energy depletion that impact behavior, communications, fatigue and employee engagement; learn three simple and practical techniques to reduce energy depletion caused by common work situations; and learn how to help others stop the energy drain.

**PRESENTER:**

Jeanine Joy *Thrive More Now*

Track: PD

### How to Get the Best Out of Your Contracts to Ensure Return on Investment

COLONY A

The Workforce Innovation and Opportunity Act (WIOA) gives every workforce board a chance to hit the reset button. Why not take advantage of the opportunity to get the best out of your contracting process? The process is critical to not only choosing the best and right contractor, but also for creating a return on investment your stakeholders expect. This workshop will provide attendees with: how to structure an RFP to get what you are really looking for; how to be definitive about your needs but flexible enough to encourage bids; how to evaluate quality of services; how to continually monitor an active

contract to ensure acceptable performance; how to build in two-way communication between the contracting agency and the providers; and how to handle difficult discussions when performance is not meeting expectations.

**PRESENTER:**

John Metcalf *Workforce Systems Associates*

Tracks: WIOA, TA

### Followership Style and Career Advancement Repeat

GRANDOVER WEST

Did you know that career advancement is based on your skills not only as a leader, but also as a follower? Do you find yourself just following the crowd, not taking a chance, feeling unappreciated, not caring as much? As a supervisor or manager, are you noticing performance and production decreasing, morale dipping or turnover on the rise? This interactive presentation will take both new and experienced professionals through a discovery of their followership style, how each style is articulated on the job and how they may affect career projection for staff and supervisors. The workshop includes a brief followership style assessment, examples to assist in understanding each style, strategies to become a more "effective follower" and open discussion.

**PRESENTER:**

Patrick Madsen *UNC-Charlotte*

Track: PD

### Findings from North Carolina's 2016 Employer Needs Survey

COLONY BC

In 2013, the Labor and Economic Analysis Division (LEAD) of NC Commerce surveyed 800 employers throughout the state. Two years later, LEAD conducted an expanded survey of 1,900 businesses to learn more about recruitment issues from the employer perspective. This survey includes industry-specific samples of manufacturing, construction, health care and STEM-related employers. We'll share and discuss the results to understand current hiring conditions and employer needs across the state, as well as explore practical and policy implications for the workforce development system to help meet these needs.

**PRESENTER:**

Joshua Levy *Labor and Economic Analysis Division*

Tracks: SAT, EE

### Working Smart in Response to Employer Needs

AUDITORIUM IV

In response to the core employability skills training needs identified in the "1000 in 100" employer surveys, the North Carolina Community College System (NCCCS) is working with the Charlotte Mecklenburg Workforce Development Partners to expand the *Working Smart* curriculum through the Human Resources Development (HRD) program. This panel will talk about the development of the *Working Smart* curriculum as a tool to provide customers and students the work and life skills that enhance employer productivity and the steps

that are being taken to incorporate this curriculum into the HRD programs throughout the state.

**PRESENTERS:**

Teretha Bell and Margaret Robertson *NC Community College System*; James Merrick *Charlotte Works*

Tracks: EE, CGSC

### Creating a Talent Pipeline Through Apprenticeship

AUDITORIUM II

This is your opportunity to learn directly from employers who have successfully created a continual, sustainable talent pipeline for their apprentice positions. Pre-employment skills training is offered through a structured Pre-Apprenticeship model, providing the business with an abundant supply of job-ready candidates for their NCWorks Apprenticeship slots. Using this model, they more easily overcome their skills gap issues and meet their workforce needs.

**PRESENTERS:**

Kathryn Castellones *NCWorks Apprenticeship*; Milton Chicas *Wayne Brothers*

Tracks: SAT, EE, CGSC

### NCWorks Certified Career Pathways: State Articulation and the Pathway Approach

AUDITORIUM III

What is state articulation and how does it work? Leaders from northeastern NC will define the articulation process and share information on local articulation options. From generic reasons to engage to specific logistical information, the team will explain how articulation is a critical part of the pathway

## THURSDAY, OCTOBER 6, 2016

Workshops 1:30 pm — 2:30 pm and 3:00 pm — 4:00 pm

approach and explain how it benefits high schools, community colleges and workforce development boards. Time for questions will be provided.

### PRESENTERS:

Walter Dorsey *Consultant*; Christina Harris *NC DPI*; Pamela Lewis *Nash/Rocky Mount Schools*; Wil van der Meulen *Nash Community College*

Tracks: CPWB, EE

### When Little People Get Into Big Trouble

VICTORIA B

When young people go beyond the accepted exploration of their boundaries or when they make choices to do bad things, they often become involved with the juvenile justice system, along with their parents or guardians. North Carolina has adopted an effective process for working with these at-risk young people. Through a combination of risk needs assessments, diversion and confinement when warranted, the state has taken measures to significantly enhance the treatment of at-risk youth and their families. This session will review the process, provide insight on available services and explore how to develop local resources for working with these kids.

### PRESENTER:

Tony Reggi *NC Community College System*

Track: CGSC

Break: 2:30 pm - 3:00 pm  
Exhibit Hall - 3<sup>rd</sup> Floor

### A Comprehensive Look at WIOA Title I Program Eligibility

GUILFORD D

This workshop provides a comprehensive look at program eligibility requirements of the Workforce Innovation and Opportunity Act - Title I. Included are important definitions and general documentation principles, along with specifics on the eligibility criteria for each category: in-school youth, out-of-school youth, adult and dislocated worker. This is the place to solidify your understanding of the changes in requirements and to get answers to your burning questions.

### PRESENTER:

MaryAnn Lawrence *PowerNotes, LLC*

Track: WIOA

### ProActive Partnerships

GRANDOVER EAST

The Workforce Innovation and Opportunity Act emphasizes the importance of partnerships as a foundation of effectiveness and mandates their integration into all implementation plans. This means you, your colleagues, your clients, and your community are all important pieces of the puzzle. When we partner with people of like minds and shared values, we facilitate synergy and success. Objectives of this workshop are: to identify elements of proactive partnerships; explore opportunities for expanding your connections with internal and external customers; apply practical principles to personal and professional experience; and take effective action to experience immediate results.

### PRESENTER:

Gail Ostrishko

Track: PD

## THURSDAY, OCTOBER 6, 2016

Workshops 3:00 pm — 4:00 pm

### Workforce and Social Services: Leaders in Collaboration

GUILFORD E

This workshop will explore the ways that local workforce service providers, local governments, social services and other community institutions can develop action-oriented, results-focused, collaborative partnerships that support and strengthen families. We'll share and discuss successful and practical methods of collaboration being used and identify opportunities for change. In addition, we'll examine the differences between cooperation and teamwork versus collaboration, how to promote a culture of collaboration and share current best practice models.

### PRESENTERS:

Paula Benson *Wilson Cty 20/20 Community Vision*; Angela Karchmer *Gaston WDB*; Mary Mallory *Wilson County DSS*; Sharon Moore *Division of Social Services*

Track: SAT

### Keeping on Trends: Five Key Economic Trends Impacting NC's Workforce

COLONY BC

Are you trying to figure out where our economy is headed? Have the ups and downs and shifts and turns of the last few years left your head spinning, wondering what's next? Are better times right around the corner? If you want to know what's hot and what's not, come join researchers from the Labor and Economic Analysis Division (LEAD) for an overview of what these trends mean to you and your customers. We will be revisiting topics from last year's conference workshop, while incorporating new topics to showcase our most recent research findings.

### PRESENTERS:

Andrew Berger-Gross and Jeff Rosenthal *Labor and Economic Analysis Division*

Track: TA

### Work-based Learning's Wide Array of Opportunities

GRANDOVER WEST

This workshop covers the many types of work-based learning available to employers and those seeking work-based, career-related, learning opportunities. The Workforce Innovation and Opportunity Act offers increased support for job-driven training expansion, with a keen emphasis on work-based learning. You will be provided a variety of resources and numerous examples of best practices that you can use to develop and improve your approaches.

### PRESENTER:

Pam Howze *Division of Workforce Solutions*

Track: CPWB

### UNC Internship Program: Supporting NC's Mid-sized Businesses

AUDITORIUM IV

The Small Business and Technology Development Center, with the approval and support of the UNC Board of Governors, conducts a summer internship program matching senior undergraduates with mid-sized businesses. This 3-year program is unique in that it spans all 16 campuses and is closely coordinated with Career Service Centers (CSC) at each. Based on business roundtables identifying critical gaps in student career readiness, the program is designed to supplement classroom learning with real world experiences. It is also unique in that it targets students who have not previously held internships and mid-sized businesses that have not typically had the opportunity for internships. As lessons learned are shared, you can use them as you design your own internship options for target populations.

### PRESENTER:

Scott Daugherty *Small Business and Technology Development Center*

Tracks: EE, CPWB

## Missing the Message: The Truth About Customer Engagement

COLONY A

Have you ever held a workshop for your customers on skills that are critical to their future only to find a nearly empty room? Or have you brought in an expert to talk to young adults, but the level of engagement is low and the session yielded poor results? With the entertainment landscape continuing to innovate and evolve, training for the new generation of students, job seekers and employees must evolve, too. In this session, you'll learn the three keys to engage, empower and inspire your customers or employees to utilize their full potential. Learn the tools to unlock engagement! It's critical for any organization.

**PRESENTER:**

Greg Hill *Culture Change United*

Track: CGSC

## Plan, Prepare, Deliver and Analyze Effective Training

AUGUSTA

This training will provide participants with an introduction to the world of being an effective trainer. Participants will leave the workshop with tips and tools on how to ensure they have prepared a training that is interactive, efficient and effective.

**PRESENTER:**

Kelly Colbert *Division of Health and Human Services*

Track: PD

## Backpacks to Briefcases (B2B) 2.0: Where Are They Now?

AUDITORIUM II

Backpacks to Briefcases (B2B) is an innovative program for young adults introduced by Capital Area Workforce Development Board in 2012. We'll share participant outcomes from the initial cohort, while providing updates on how the program is currently being implemented with additional local workforce boards in North Carolina, including Kerr Tar and Cape Fear. You'll hear firsthand from young adults on the positive impact B2B has on their pursuit of a career path. This is an interactive and informal workshop to engage participants and discuss program design so that you can replicate this successful and exciting program.

**PRESENTERS:**

Alexis Franks and Susan Oney *EDSI Solutions*; Tom White *NCSU*

Tracks: WIOA, CPWB, CGSC



## The Human, Economic and Community Development Model

PEBBLE BEACH

The Human, Economic and Community Development Model (HEC) brings these three forces together in a collaborative way to produce a viable economic engine for a region. This is evident in tangible job creation, social entrepreneurship and improved quality of the workforce. Highlights include: developing a strong regional workforce; the self-sustaining circle of development, opportunity, innovation and collaboration; improving quality of life; forging regional economic partnerships; engaging the community; and connecting individuals with workforce development.

**PRESENTER:**

James Gailliard *The Impact Center*

Track: SAT



SAS

## Stacking: Programs of Study, College and Career Promise, and Career Pathways

AUDITORIUM III

Programs of Study, Career and College Promise, CTE Career Pathways, NCWorks Certified Career Pathways - Are these in conflict? The career pathways system offers an efficient and customer-centered approach to workforce development by structuring intentional connections among stakeholders. They are designed to meet the needs of employers and individuals and are not launched overnight, but go through several stages of development. This session will look at the history, purpose, elements and characteristics of career pathways in North Carolina, sharing some best practices from twenty pilot projects currently in existence.

**PRESENTER:**

Bob Witchger *NC Community College System*

Track: CPWB

## Awards Banquet

Governor's  
NCWorks Awards of Distinction

October 6, 6:30 pm  
Guilford ABC

# Day-At-A-Glance

FRIDAY, OCTOBER 7, 2016

7:30 am - 9:00 am .....C2I BREAKFAST BAR  
 9:00 am - 10:30 am .....CONCURRENT WORKSHOPS  
 10:30 am - 11:00 am .....BREAK  
 11:00 am - 12:00 pm .....CLOSING SESSION



## Manufacturing Day in North Carolina October 7, 2016

Manufacturing Day (MFG Day) is designed to amplify the voice of individual manufacturers and coordinate a collective chorus of manufacturers with common concerns and challenges. The rallying point for a growing mass movement, MFG Day empowers manufacturers and their industry sponsors to come together to address collective challenges to help their communities and future generations thrive.

Find more information about Manufacturing Day at [www.mfgday.com](http://www.mfgday.com).



# FRIDAY, OCTOBER 7, 2016

## Workshops 9:00 am - 10:30 am

### C2I Breakfast Bar

7:30 am - 9:00 am  
Exhibit Hall - 3<sup>rd</sup> Floor

### Tracks

SAT ..... System Alignment & Transformation  
 CPWB ..... Career Pathways & Work-based Learning  
 TA ..... Technology & Accountability  
 CGSC ..... Career Guidance & Serving Customers  
 EE ..... Employer Engagement  
 WIOA ..... Workforce Innovation & Opportunity Act  
 PD ..... Professional Development

### Innovative Partnership: Apprenticeship Catawba

GRANDOVER WEST

In its third year, Apprenticeship Catawba has been nationally recognized as a replicable, successful strategy and received the 2016 Governor's NCWorks Award of Distinction for Innovative Partnership. The project was implemented during a time when manufacturing was downsizing or leaving the Hickory Metro area by a group of manufacturers, who collaborated to grow their own workforce. Each company is committed to the success of the program and invests various resources to support the project. Join this workshop to hear firsthand from some of the businesses involved.

#### PRESENTERS:

Mark Bradley *AptarGroup, Inc.*; Carrie Wise and Tim Simmons *ZF Chassis Components*; Peter Rumswinkel, Helmuth Salmon, and Rick Santucci *Sarstedt*

Tracks: SAT, CPWB, EE

### LEADIng Career Resources

COLONY BC

Join us for a discussion of new, updated and enhanced career resources that quickly answer a variety of questions that you may hear on a regular basis. How much will I need to make to live a certain lifestyle? What are the best career options for making that salary, and which jobs will have the most openings? Where can I find more information about this occupation? Do you need a license for this job? Which industries are most likely to have the greatest number of these jobs? For answers to these questions and more, come to this session and bring your ideas for developing features that will expand your capacity for serving career planners and job seekers.

#### PRESENTERS:

Judy Bruhn and Meihui Bodane *Labor and Economic Analysis Division*

Tracks: CGSC, TA

### Connecting Secondary Career and Technical Education to Registered Apprenticeship

BLUE ASHE

Career and Technical Education (CTE) and Registered Apprenticeships (RA) have many similarities. Each is structured to include classroom-based and work-based learning, with technical training becoming progressively more advanced to prepare individuals for career entry. We'll share key findings from a recent study by RTI researchers which reviewed the programmatic, administrative and financial policies that six states (Connecticut, Florida, Kentucky, North Carolina, Rhode Island and Washington) developed to link the two programs. We'll then switch gears to focus on North Carolina's High School Apprenticeship

## FRIDAY, OCTOBER 7, 2016

### Workshops 9:00 am – 10:30 am

program and share innovative approaches that will help you expand or develop your own programs.

#### PRESENTERS:

Kathryn Castelloes *NCWorks Apprenticeship*;  
Jo Anne Honeycutt *NC DPI*; Jordan Hudson and  
Olivia Rice *RTI*

Tracks: EE, CPWB

### Helping Your Customer Choose a Career Path Tailored to Their Needs

VICTORIA C

Join us for an informal discussion focused on new and proven ways to help your customer find their own individual career path. Together we will discuss some of the challenges we face in our profession, along with some very real solutions to take back with you and some new methods to use when working with your customer to develop an individualized career path. Come prepared for an interactive workshop in a round table setting. We welcome and value your input.

#### PRESENTERS:

Susan Norris Berry and Susan Oney *EDSI Solutions*

Track: CGSC

### Tools, Rules and Resources for Job Seekers

PEBBLE BEACH

Join this workshop to learn the tools you need to help your job seekers complete applications and construct resumes that stand out from the others. You will also learn how the use of social media, like LinkedIn, Facebook and other networking resources, can be used to connect your customers with employers and employment opportunities.

You are sure to leave this workshop with a lot of "ah ha" moments!

#### PRESENTERS:

Kelli McLean *EDSI Solutions*; Mary Moore *Durham Tech Community College*

Tracks: PD, CGSC

### Mind Mapping: Free Up How You Think and Organize!

COLONY A

Do you have too much on your plate and do not know where to start? Mind Mapping is a tool that works the same way your brain does, up and down and back and forth. It helps you map out your thoughts using colors, lines, symbols, and words. Life does not operate only vertically and horizontally; it's more like being on a jungle gym. Mind Mapping is the ultimate thinking tool that puts doodling to work for you. It is a cooperative venture and adventure between what we put on paper and what is going on in our head.

#### PRESENTER:

Wendy Johnson *Western Piedmont WDB*

Track: PD

### NCWorks Certified Career Pathways: Collision Repair and Refinishing Technology

GRANDOVER EAST

Two years ago, representatives of the collision repair industry met with Fayetteville Technical Community College (FTCC) to express concern about the nationwide shortage of 180,000 automotive collision repairers. These employers, along with the Collision Repair Education Foundation, NC Business Committee for

## FRIDAY, OCTOBER 7, 2016

### Workshops 9:00 am – 10:30 am

Education, and members of local education and government agencies worked with FTCC to design a program to address the skills gap. As a result, there are over 100 students currently enrolled in the Collision Repair and Refinishing Technology Program, and that number will double in the next few months. The presenters will share their secrets to a quick launch of a meaningful program.

#### PRESENTERS:

Paul Gage and Pam Gibson *Fayetteville Tech Community College*

Tracks: CPWB, EE

### Mental Health in the Workplace Repeat

VICTORIA B

Have you ever taken a first aid class and talked about how to bandage a mental health problem? Probably not, and that's because mental health issues are not always visible. We'll share some basic knowledge and skills to recognize and respond to an individual in distress. If your workplace environment involves working with the public or if you've ever found yourself being concerned about your coworker's unexplained change in behavior, it's time to take some action. Based on guidelines from Mental Health First Aid, a class certified by the National Council for Behavioral Health, this workshop is not intended to teach you how to diagnose mental health or substance abuse issues, but show how you can play a helpful role for an individual in need.

#### PRESENTER:

Caroline Brigmon *Division of Workforce Solutions*

Track: PD

### Planes, Trains and Automobiles: The Critical Importance of Talent and Workforce

AUDITORIUM IV

Traditional corporate recruitment of large-scale, labor-intensive industrial projects has fallen somewhat out of favor. But when a mega-project surfaces, often in the automotive, aviation, and transportation sectors, leadership leads toward a full-scale effort to capture these large-scale, high visibility economic development projects. The inherent complexity and highly competitive nature of these high stakes competitions makes it critical to assemble quality and quantity content on talent availability, sourced from a geographic area often crossing regional and state boundaries. Join us for a "behind the scenes" look at the strategies used in recent collaborative projects of education and workforce development that hold extraordinary potential for both employment generation and capital investment for localities, regions and states.

#### PRESENTER:

Tom White *NCSU*

Tracks: SAT, EE

### Making North Carolina Work for Veterans: An Overview of America Serves/NC Serves

AUGUSTA

Join this session and learn about the collective impact model sweeping the nation! The bold, creative leadership of NC Serves employs collective impact strategies of creating a common agenda among organizations, shared measurement, mutually beneficial and reinforcing activities, continuous communication and establishment of a backbone organization to champion the

# FRIDAY, OCTOBER 7, 2016

Workshops 9:00 am - 10:30 am

initiative. We are making a tangible difference for transitioning military veterans at a time of shrinking resources and growing need.

**PRESENTER:**

Ilario Pantano *Institute for Veterans and Military Families*

Track: CGSC

## Using Analytics to Identify Patterns in Client Services

VICTORIA A

Collecting and leveraging meaningful information is a necessity as we work to improve the state's workforce. NCWorks Online has a rich repository of data that can be analyzed so that workforce boards can better understand their customers, identify training and process improvement opportunities, and fulfill their mission. The presentation will provide a foundation for using descriptive, diagnostic, predictive and prescriptive analytics. The presenters will describe the partnership between the High Country Workforce Development Board and Appalachian State University, present analytic results, and discuss the implications of the findings. In addition we'll provide direction for how the information within NCWorks Online can be combined with external data to develop an analytics dashboard and to create a vocational matching tool by examining customers' knowledge, skills, abilities and job demands.

**PRESENTERS:**

Shawn Bergman and Bridget Wasowski *Appalachian State University*; Misty Bishop-Price and Don Sherrill *High Country WDB*

Tracks: SAT, TA

Break: 10:30 am - 11:00 am  
Guilford ABC



CATERPILLAR

# FRIDAY, OCTOBER 7, 2016

Closing Session

## CLOSING SESSION

11:00 am - 12:00 pm

Closing Session.....Guilford ABC

**SPONSORED BY:**

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COL (Ret.) Mark Edmonds *Chief Operating Officer, Division of Workforce Solutions*

### The Gift of Adversity!

You will be inspired as MSG (Ret.) Cedric King shares his personal story of adversity and endurance.

He entered the United States Army in 1995 and had a distinguished career from infantry private to a position of leadership in the elite Rangers. He is the recipient of the Bronze Star, the Purple Heart, the Meritorious Service Medal, and is a four-time Best Ranger Competition participant.

On July 25, 2012, during his second tour in Afghanistan, King was severely injured by an improvised explosive device. The blast caused major injuries, resulting in the amputation of both legs. During his recovery, he called upon the same determined, can-do mindset that he relied on to succeed as an Army Ranger.

His near death experience and life changing injuries became the catalyst of his philosophy of how hard times make us better versions of our former selves. Just as he led and motivated men in combat, he now leads and motivates others to see the possibilities in their own lives.

**PRESENTER:**

MSG (Ret.) Cedric King



"Today, I would like those of you going through hard times to hear that voice inside of you. I want you to see the range of possibilities in your own lives. A situation only gets better when you make up your mind to make it better. When you focus on the positive, the positive in your life magnifies."

MSG (Ret.) Cedric King

To the veterans in the workforce development system, thank you for your service and commitment to our country and to the workforce of North Carolina!

Veterans, please take your seat in the VIP section for the Closing Session.

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Thank you to the many volunteers, moderators, and presenters!

We appreciate your time and effort that helped to make the 2016 NCWorks Partnership Conference a success!

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## FEATURED SPEAKERS



### Ted Abernathy

*Economic Leadership LLC*

As a nationally known economic futurist, Ted speaks to over one hundred groups annually on topics ranging from global trends to economic competitiveness. He draws on his thirty-five years of experience in directing economic and workforce development programs.

[econleadership.com](http://econleadership.com)

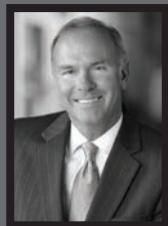


### Jamiel L. Alexander

*Aspen Institute's Forum for Community Solutions*

Jamiel is the Senior Fellow for Aspen Institute's Forum for Community Solutions and coordinates their youth engagement strategy. He is a recipient of the Rising Star Award in his home of York, PA, and engages and serves across the country, making it a priority to take care of "home" first.

[aspencommunitysolutions.org](http://aspencommunitysolutions.org)

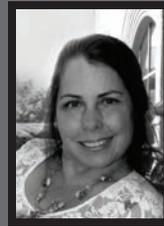


### Kip Blakely

*HAECO Americas*

Kip is the Vice President of Government and Industry Relations with HAECO Americas. He is active on a variety of boards and commissions, including the Guilford Tech Community College Foundation and the Guilford County Workforce Development Board and has over 20 years of high-level management experience.

[haeco.aero](http://haeco.aero)



### Jeanine Joy

*Thrive More Now*

Jeanine founded the Happiness 1st Institute, a member of the Thrive More Now Companies, based on research demonstrating that happiness leads to success. She is the author of five books focused on physical, mental and behavioral health, relationships and success. Her most recent book is *Empowered Employees Become Engaged Employees*.  
[happiness1st.com](http://happiness1st.com)



### MSG (Ret.) Cedric King

*US Army*

Cedric had a distinguished military career from infantry private to the elite Army Rangers. He is the recipient of the Bronze Star, the Purple Heart, and the Meritorious Service Medal. While on duty in Afghanistan he was severely injured by an improvised explosive device, resulting in multiple injuries and amputation of both legs. With his can-do mindset and the support of his family, he has rebuilt his life and now shares his inspirational story of endurance with audiences across the country.

[kingsnewlegs.com](http://kingsnewlegs.com)



### MaryAnn Lawrence

*PowerNotes, LLC*

MaryAnn provides executive coaching for workforce system executives. She brings to her work an extensive and varied history in workforce development, with over thirty-six years of leadership experience at the local, state and national levels of the system.



### Patrick Madsen

*UNC-Charlotte*

Patrick is the Director of the Career Services Center at the University of North Carolina at Charlotte. He leads his team towards the development of a career curriculum for students and a talent acquisition program for employers seeking to recruit. He has more than fifteen years of experience in higher education and ten years teaching at the university level.

[uncc.edu](http://uncc.edu)



### John Metcalf

*Workforce Systems Associates*

After thirty years at AT&T in various leadership roles, John has served in a variety of volunteer capacities related to workforce development. His focus is to provide new insight to the community's role in solving workforce challenges, through strategic planning, organizational effectiveness, change management, executive coaching and leadership development.



### Gail Ostrishko

*Consultant*

Gail is a creative catalyst committed to bringing out the best in individuals and organizations. Grounded in over three decades of experience as a counselor, facilitator, speaker, author and coach, Gail brings learning to life by making hard things simple and connecting relationships to results.

[gailo.com](http://gailo.com)



### Lillian Plummer

*Guilford County Workforce Development Board*

Lillian has served as Executive Director of Workforce Development Programs for the City of Greensboro since 1982, working to meet the needs of Guilford County businesses and job seekers. She is committed to implementation of her board's mission: To support Guilford County businesses and its economy through development of a highly skilled competitive workforce.

[guilfordworks.org](http://guilfordworks.org)



### Julie Quinn

*Deloitte*

Julie has over twenty years of experience working with state government clients around the country, specializing in organizational change management, talent management and leadership development. She is active in the Sacramento community through various board positions, including the United Way and the California Chamber of Commerce.

[www2.deloitte.com](http://www2.deloitte.com)



### Wendy Walker-Fox

*Guilford Tech Community College, National Aviation Consortium*

Wendy is a workforce development executive with over fourteen years of experience in areas including program management, policy implementation, staff supervision, and change management. She currently serves as Project Coordinator for GTCC's National Aviation Consortium Grant, providing administrative and operational management.

[gtcc.edu](http://gtcc.edu)

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