



# Getting It\* Done

# With WpLRC

**Workplace  
Learning  
Resource  
Centers**

## Partnering For Successful Communication

VOLUME **6**  
NUMBER **12**

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### **\*Business Solutions & Workforce Training**

*Delivered Through Community Colleges and Their Partners*

Initiatives of Economic & Workforce Development include:

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- Health Care
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- International Trade
- Small Business Programs
- Workplace Learning



Ray York, Dean  
Economic & Workforce Development  
State Chancellor's Office

The Workplace Learning Resource Center at the Kern Community College District is partnering with Kaiser Permanente to help facilitate better communication between Kaiser Permanente staff and its Spanish-speaking members. In order to improve member service and health outcomes, Kaiser Permanente is offering Basic Medical Spanish for the Kaiser Workplace to its staff to ensure they are able to communicate with their members effectively.

The training was developed in partnership with the Kern Community College District Workplace Learning Resource Center and customized to address the types of conversations that take place in Kaiser Permanente's medical facilities. The training is a highly interactive multimedia program with emphasis on practicing real workplace conversations. The Basic Medical Spanish for the Kaiser Workplace includes two sessions, session one focuses on basic conversational elements and session two is for those participants who wanted to continue to build their Spanish Language skills.

The training was developed as a response to a request from Kaiser

Permanente project manager Margie Gonzales. About the training Margie said, "Kaiser Permanente is committed to delivering culturally responsive care. Partnering with KCCD to provide KP employees with Basic Medical Spanish is in alignment with the KP Mission. It's been a pleasure working with you and your team. As you already know... Rocio has done a great job developing the curriculum, the classes are interactive and students can practice on their own by using the Blog to go to the Internet."

Kaiser Permanente plans to have as many as 100 of its staff participate in the training. Kaiser Permanente staff has indicated that the training will help them to more successfully interact with members in the course of their duties.

Workplace Learning Resource Center Director, Dave Teasdale commented, "The Basic Medical Spanish for the Kaiser Workplace training program is an example of how customized training, developed in partnership with the WpLRC, can have an important role in helping an organization achieve its objectives."



*To learn more about The Basic Medical Spanish program and how it may benefit your business contact David Teasdale, Kern Community College District Workplace Learning Resource Center Director at (661) 336-5011 or dteasdal@kccd.edu.*

# Connecting the Pieces of the Generational Puzzle

## New Workplace Center Opens at Cuyamaca College

In November 2008, the Cuyamaca-Grossmont Community College district was awarded the Region 10 California Community College Economic Workforce Development (CCCEWD) grant for the Workplace Learning Resource Center (WpLRC).

The center will be housed within Cuyamaca College's Center for Innovation and will be directed by Linda Waring. Ms. Waring's primary focus will be on expanding the workplace learning services and programs of the colleges within both San Diego and Imperial Counties through their customized training programs, and partnerships with local businesses, workforce investment agencies and economic development organizations.

The first step will be to align with key industry sectors in the region and to establish an advisory board of industry leaders. These advisors will play a key role in driving program development and service offerings for the new center. The center will also leverage resources and curriculum developed by its partner centers allowing it to begin meeting the region's training needs immediately.

"The new center is an excellent addition to Cuyamaca College's Center for Innovation which currently includes an Environmental Training Center, a Center of Excellence, and several other economic development training grants and programs. I am looking forward to overseeing the efforts of the new Workplace Learning Resource Center and meeting the ever-increasing demand for basic skills and workplace training in Region 10," said Linda Waring, Project Director, WpLRC.

"Ms. Waring joins us from Washington and brings with her an extensive background in workforce and economic development. We are delighted to have her join our team," said Bob Cumming, former WpLR Statewide Initiative Director.

*For additional information about the new Workplace Center or Cuyamaca's Center for Innovation contact Linda Waring at (619) 660-4672 or linda.waring1@gcccd.edu.*

In today's business environment, there is a vast range of ages, backgrounds and experiences at play on the job. This is the first time all four generations are actively working together. Employers are looking for ways to gain generational insight and develop a mechanism for expanding common ground in working together. An important starting point is to gain an understanding of generational dynamics in the workplace. Generational differences have real implications for how employers and employees work together. Each generation brings a different set of attitudes to the job.

AT&T Mobility is the largest mobile phone in the United States. The HR Manager approached the Long Beach City College Workplace Learning Resource Center regarding training and had identified specific training gaps within the organization. The first training area dealt with workplace skills such as attitude, timeliness, communication skills and work ethic for their 54 customer service representatives.

Part of the workplace training skills included a segment on generational differences in the workplace. AT&T Mobility had been experiencing rela-

tional problems among the generations. Three generations are working side by side, the Baby Boomers, Gen X and Gen Y each having unique mind-sets and expectations about their jobs and careers. The generational breakdowns are: 30% Boomers, 30% Gen X and 40% Gen Y. The generational tensions among their employees threatened to lower morale, increase turnover and stagger

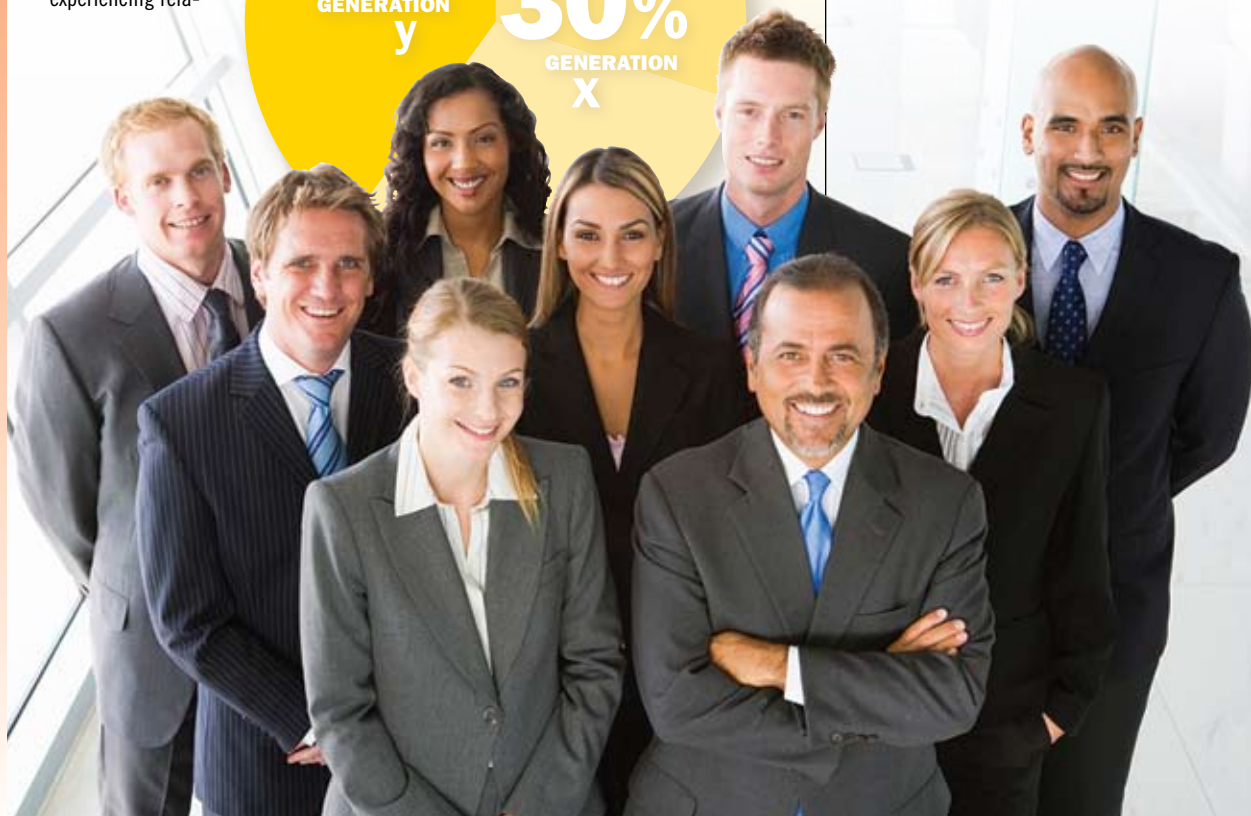
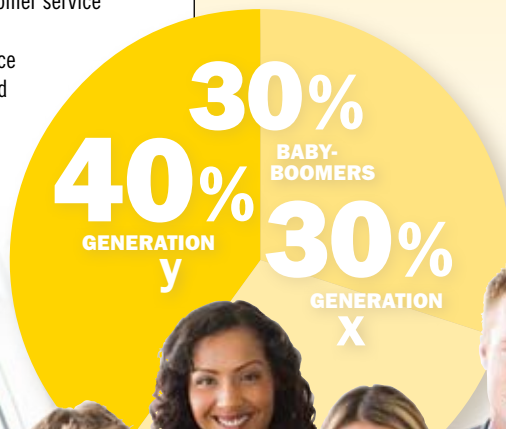
### By the end of the session, participants were able to:

- Understand why generations think and act differently;
- Appreciate and gain respect for what is important to each generation;
- Have numerous practical ideas of what to do to improve generational connections; and,
- Have the ability and resources to take generational understanding back to the workstation and apply these insights.

the department's ability to produce wins for the business. Generation conflict costs billions of dollars in lost productivity to organizations.

Long Beach City College, Workplace Learning Resource Center, part of the Center for Training and Professional Development, was brought in to conduct training on Workplace Success Skills. Based on the meeting with the client and uncovering additional needs for their employees a component was added titled, "Generational Issues: Oh! That's how you see it!" This component of the training focused on each generation's unique characteristics and helps explore how to effectively handle miscommunications and misunderstandings that impact productivity and organizational dynamics. The goal was to help participants better understand the factors that lead to generational misunderstanding and offers concrete ways they can be more mutually accepting, appreciative, and gracious towards one another. One participant said that this segment, "Helped me with the way I handle people, in the workplace, and even in my personal life."

*To learn more about workplace and generational skills training programs and how they may benefit your business contact Greta Rice, Program Manager, Workplace Learning Resource Center at (562) 938-5053 or grice@lbcc.edu.*



# “Next Skills” Goes To College!

Folsom Lake becomes the first college to offer the Next Skills Institute (NSI) training program on campus for credit. BUSTEC 299: “Next Skills” is an interactive course with half of the course hours taught online. This 3-unit, eight-week course focuses on teaching employees the employer-required basic skills they need to be successful on the job.

Valerie Carrigan, Los Rios Community College Workplace Learning Resource Center Director said, “This course represents the Workplace Learning Resource Center curriculum development process taken to its ideal outcome: the business community voices its workforce needs, our Workplace Centers develop an initial not-for-credit contract education offering, and the curriculum is passed on to the campus where it can impact and prepare our students.”

**BUSTEC 299:** Next Skills will be offered this Fall 2009, on Thursday evenings 6:30–9:45 pm, October 22–December 10. You may register for this course at [www.flc.losrios.edu](http://www.flc.losrios.edu) or by calling (916) 608-6500.

NSI is the training program for the

21st century workforce, which teaches the workforce skills employers want students to have. This employer-driven, soft skills curriculum came out of a 2005 Los Rios Community College District regional Convergence forum with the construction industry. Their voiced needs for employees with soft and employability skills were validated through electronically polled discussion, by subsequent focus groups, and by local, state, and nationwide research which validated the need for these skills across all industries.

Piloted in 2007 with Workforce Investment Board (WIB) partner SETA/Sacramento Works, Inc., this training program has been offered for the last two years as a not-for-credit contract education program through the Los Rios Workplace Learning Resource Center. Through five, train-the-trainer workshops this past year, the curriculum has now been shared with 106 faculty members, trainers, and administrators at 39 different California community colleges and 3 workforce investment boards, and is available to be delivered to businesses statewide.

*To learn more, contact Valerie Carrigan, Director, Los Rios Community College District WpLRC and Next Skills Institute, 916-563-3253 [carrigv@losrios.edu](mailto:carrigv@losrios.edu) or visit the web site at [www.wplrc.losrios.edu](http://www.wplrc.losrios.edu).*

## CURRICULUM DEVELOPMENT PROCESS

- 1 **The business community voices its workforce needs**
- 2 **Our Workplace Centers develop an initial not-for-credit contract education offering**
- 3 **The curriculum is passed on to the campus where it can impact & prepare our students.**

LOS RIOS  
**NEXT SKILLS**  
INSTITUTE



## Time to Learn Program Supports Faculty

The Workplace Learning Resource Centers focus on providing businesses with trained employees and workers with the basic and advanced skills they need to be successful on the job. Their services are available to businesses in various industries including construction, healthcare, renewable energy, manufacturing and even education. As a part of the community college family we understand the challenges our faculty members face and are committed to supporting them.

In January, the Workplace Learning Resource Center Initiative and the Economic and Workforce Development Program announced their “Time to Learn” program for 2009. The purpose of this program is to provide California Community College faculty

**...it is critical that we provide our faculty members with the tools and resources to be successful on the job.”**

with the opportunity to attend a series of Basic Skills or Workforce Development conferences each spring. These conferences include California Community College Association for Occupational Education (CCCAOE), California Teachers of Other Languages (CATESOL) and California Community College Economic and Workforce Development conferences.

“We are pleased to have the opportunity to offer this program again this year. The community colleges play a vital role in ensuring a strong economy and educated workforce in California therefore it is critical that we provide our faculty members with the tools and resources to be successful on the job,” said Bob Cumming, former WpLR Statewide Director.

This year’s program received over 40 applications and provided funding for 20 full-time faculty members to attend a basic skills or workforce development conference. Marketing efforts were completed by the Southern WpLRC Hub and included outreach through the regional consortia, the twelve Workplace Learning Centers and the initiative web site. Chabot-Las Positas WpLRC served as the program coordinator and managed the notification and reimbursement process.

“It is always a pleasure to support our community college faculty members and we look forward to creating similar programs for them in the future,” said Barbara Fanning, Southern Hub WpLRC Director.

*For additional information contact Barbara Fanning, Southern Hub WpLRC Director at (760) 402-2378 or [info@wplrc.org](mailto:info@wplrc.org).*

# Welcome & Congratulations Bruce Whistler

**Beginning July 1, Bruce Whistler will assume the position of Statewide Director for the Workplace Learning Resource Initiative based at Foothill College in Los Altos Hills, CA.**

"We are delighted to have Bruce assume the role of initiative director this summer. Bruce brings extensive experience and knowledge as well as a unique business approach that will ensure his success," said Bob Cumming, Workplace Learning Resource Initiative Statewide Director, 1998-2009.

Mr. Whistler has been with Mission College since 1999 beginning as a part-time ESL instructor, while also a specialist in workplace communications for E-Tek Dynamics/JDS Uniphase. In 2001, he became the Program Manager for the Mission College Workplace Learning Resource Center and was later hired in 2003 to serve as the Center Director and has held that position since.

One of Mr. Whistler's specialties is developing strategic partnerships. He

has worked with partners in regional colleges, business organizations, WIB's and CBO's. He was a founding member of the Silicon Valley Workforce Coalition (SVWorks) a co-chair of the Bay Area Community College Consortium, a member of the Silicon Valley Leadership Group Education and Workforce Development Committee, a Solartech workforce committee member, and a regional stakeholder for NOVA Connect. He has been involved in regional grants around Health-care, Logistics, and Solar Energy partnering with faculty, deans and EWD initiatives at Mission College, San Jose City College, City College of San Francisco, Los Rios CCD, Cabrillo College,

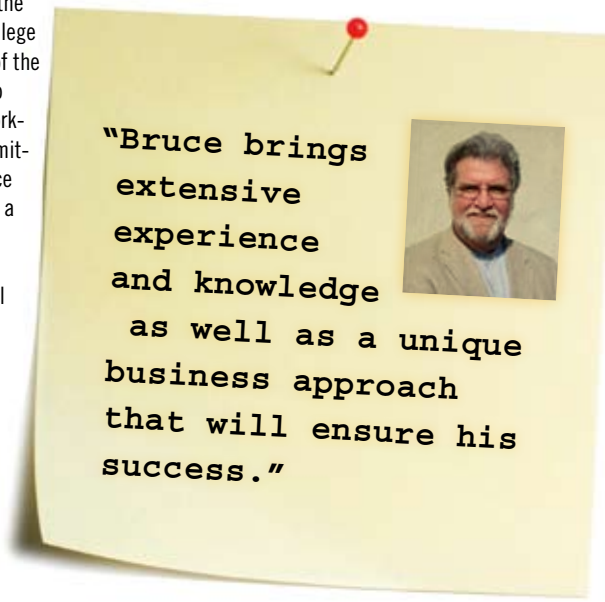
West Valley College, Chabot College and Ohlone College.

For the past two years he has also coordinated the Workplace Enhanced

Learning Library (WELL) project focused on creating a centralized learning objects and curriculum content database.

The full system launch is planned for Fall 2009. As part of the official launch, the WpLRC plans to open the system to other Economic Workforce and Development initiatives and community college faculty to contribute content and allow them to leverage the latest in curriculum sharing and development technologies with Learning Objects.

Prior to his employment with Mission College, Mr. Whistler was at Temple University Japan where he worked in its Corporate Education Program. He was hired as an instructional designer and later went on to develop, implement and direct TUJ's Corporate Education Program in Seoul, Korea.



## Workplace Learning Resource Centers

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